

Summer 2011

Archives

UNIVERSITY OF MISSOURI HEALTH SYSTEM

Get fit!

5 employees share their secrets to getting on track
FIND WHAT WORKS FOR YOU

PLUS

Going green

How our orthopaedic institute *LEEDs* the way
(Page 24)

Prepping the O.R.

The world of sterile processing
(Page 10)

Level up!

Our paperless health care makeover
(Page 15)





Get fit! | 4

Employees share their secrets to happier, healthier lives



24



10

Features

- 4 Health makeovers**
From losing weight to biking to work, read how five employees are happier and healthier since making lifestyle changes.
- 10 It's instrumental**
Take a behind-the-scenes look at how our employees clean and prepare all the tools our surgeons need.
- 13 We're proud of our nurses**
Learn about the PAWS program, and how our nursing staff excels in professional development.
- 15 Advancing to a new level**
MU Health Care reaches a milestone in its transition from all-paper to all-electronic patient records.
- 16 To your health**
How to practice sun smarts and wrap up a healthy lunch.
- 17 My job**
Kay Smith, RN, a 17-year employee, uses her nursing knowledge to comfort patients and coworkers.
- 18 Bravo**
We shine the spotlight on our leading actors — employees who starred in training videos.
- 20 Redesigning the retirement blueprint**
Future employees may have a new retirement plan.
- 22 Quality**
New website explains health care improvement.
- 24 Going green**
How the Missouri Orthopaedic Institute received certification as an environmentally-friendly facility.
- 26 Snapshots**
Check out pictures of cooking with CEOs, going bald for kids with cancer and more.
- 28 Service Excellence Heroes**
- 29 Letters**
- 30 Good Neighbor**
Joplin residents receive overwhelming offers of help following destructive tornado.

Cover: Christina Sanderson hits the trails at 5:30 a.m. four times a week to start her day with a run.

Archives

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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.

Enter to win movie tickets!

Answer this question correctly, and you'll be entered into a prize drawing for two movie tickets. Responses must be received by Friday, **July 29**. Please send responses via e-mail to hasnerv@health.missouri.edu with "quiz" in the subject line to enter.

Approximately how many surgical trays does MU Health Care's Sterile Processing Department staff sterilize each year?

- a) 58,000
- b) 80,000
- c) 108,000
- d) 158,000

Congrats!

Erin Steffens, a radiologic technologist at the Missouri Rehabilitation Center, won the contest in the previous issue of Archives. She correctly answered that 50 is the recommended age for an adult to start having a regular colonoscopy screening for colorectal cancer.

HEALTH MAKEOVERS

By Matt Splett



NEED A LITTLE INSPIRATION

to jumpstart or revive your wellness goals? Read how five employees have made changes in their lifestyles — and are happier and healthier.

From running marathons to losing more than 60 pounds, University of Missouri Health Care employees are embracing a healthy, active lifestyle. Meet five women whose drive and determination to live healthy are providing inspirations to their friends, families and coworkers.

Christina Sanderson

The thought of the alarm clock going off before 5 a.m. may make most people cringe, but for Christina Sanderson, an audiologist at MU Health Care, the early mornings are meant for training. Such is the life of a marathon runner.

Four days a week, Sanderson takes to the streets and trails of Columbia at 5:30 a.m. to run. Through rain, snow, wind and cold — no matter the weather conditions — Sanderson runs anywhere from six to 20 miles a day.

But she doesn't go at it alone. Sanderson is joined most mornings by a group of friends and colleagues who enjoy running together. These friends share many of the same motivations and goals as Sanderson, and together provide the support group necessary to successfully train for marathon running.

"Running is always more enjoyable with people who share your common interests," Sanderson said. "I have a great group to keep me going. My husband is always encouraging me and is my biggest supporter."

Sanderson has completed four marathons in three different time zones. In 2011, she has run the Rock 'n' Roll Arizona Marathon in Phoenix and the Cincinnati Flying Pig Marathon. This fall she plans to compete in the Chicago Marathon.

"There is an incredible feeling of support you get from the crowd when running a marathon," Sanderson said. "Nothing

means more to me and keeps me going than seeing my family cheer me on during a race. Meeting other runners and hearing their stories is very motivating and a great experience."

Sanderson's motivation for becoming a marathon runner was two-fold. Four years ago her stepfather was diagnosed with a brain tumor. As he faced brain surgery and an uncertain future, Sanderson came to the realization that life is too short, and she sought out a future in marathon running to fulfill a lifelong dream of completing the 26.2 mile race.

Today, her stepfather remains alive and supports her running.

"Marathon training gave me a whole new outlook on life," Sanderson said. "My family and friends have provided a lot of encouragement. They are always asking me about my next race, which motivates me to keep running."

Being a marathon runner isn't without sacrifices. Sanderson said she drinks less soda and gave up eating fast foods. She tries to get a good night of sleep to ensure her body is well rested. Sanderson said these lifestyle adjustments make her healthier, complement her training and keep her on course for her next marathon.

Christina's marathon training tips

- Find a group of people to run with you.
- Start slow and ease into longer distances.
- Run shorter races before attempting a marathon.
- Train on a course similar to the marathon.
- Have a supportive family.
- Have fun!



Tammy Hickman

The date March 31, 2011, gave Tammy Hickman, a supervisor of outpatient services for MU's Thompson Center for Autism and Neurodevelopmental Disorders, plenty of reasons to celebrate. Not only did Hickman celebrate her 50th birthday, but she also celebrated a monumental personal achievement of losing 50 pounds by her 50th birthday.

Hickman shed the pounds in a short seven months — beginning with a regular exercise routine at a local gym and a fundamental shift in the way she ate foods.

“I wasn't wanting to diet; rather, I wanted to make a healthy lifestyle change,” she said.

Using the website www.caloriecount.com, Hickman began counting calories and adjusting her eating habits. She started eating more wraps, chicken and fish, and fewer fried foods. She learned to manage her portions without giving up the foods she loves.

“I still eat what I want to eat, but I'm making better choices,” Hickman said. “I'm not depriving myself of what I enjoy. I still eat chocolate every day.”

Hickman set a simple goal of losing two pounds a week, and over the course of eight months the weight kept coming off. She said she stopped thinking about weight loss being difficult and found ways to incorporate exercise into her life — including playing hand drums in a local band, walking her new puppy twice a day and participating in a Zumba class at Curves.

The dramatic weight loss has given Hickman more energy. She said persistent foot and knee problems that plagued her before her weight loss are now a distant memory. And people are taking notice of her weight-loss success.

“People ask me ‘how did you do it’ or ‘what are your secrets?’” she said. “Those types of comments motivate me.”

Hickman is also providing motivation to her coworkers at the Thompson Center. The front desk staff recently competed in a Biggest Loser contest and collectively dropped more than 150 pounds.

Hickman said she is celebrating life in her fifties by continuing to maintain her healthy lifestyle. Ten months after starting her weight-loss endeavor, Hickman has lost more than 65 pounds.

See page 16 for her healthy wraps recipe.





Robin Guile

See page 16 for Guile's skin protection tips.

Robin Guile, RN, a staff nurse for University Hospital's Fit for Life, calls her cancer diagnosis a wake-up call. At 45 years old, the blonde-haired, blue-eyed and fair-skinned Guile learned of her melanoma diagnosis in September 2009. Gripped with anxiety and uncertainty over the diagnosis, Guile had a 1.1 millimeter cancerous spot removed from her forearm.

"It was three weeks from diagnosis until I learned whether or not the cancer had metastasized, or spread to other organs of my body," she said. "That was a long three weeks."

Tests confirmed that the surgery was successful, and the cancer had not spread. While the news brought relief to Guile, it also signaled a significant lifestyle adjustment. Before the diagnosis, Guile referred to herself as a "sun-lover." She said she spent 30 years seeking

the perfect tan. She laid out in the sun during the peak hours of the day, without applying a drop of sunscreen to her body.

"I felt the sunscreen would prevent me from getting tan," she said.

Today, Guile is a strong advocate for protecting one's skin from the sun. She uses sunscreen every time she goes outside, and even applies sunscreen on her arms when driving a car. She limits her time outdoors to the early mornings and late afternoon when the sun's rays are weakest. And most importantly, she's using her life lessons to teach her three kids and others about the importance of taking care of your skin.

"You never think skin cancer is going to happen to you," Guile said. "But it did happen to me, and I want everyone to know how important it is to take care of our bodies."

HEALTHY FOR LIFE programs

Healthy for Life, the T.E. Atkins University of Missouri Wellness Program, provides many resources, programs and classes for employees. Below are a few.

- Massage therapy, \$30 for 30 minutes, \$45 for 60 minutes and \$65 for 90 minutes.
- Healthy for Life's Million Step pedometer program, \$15 pedometer. The price is refunded after one million steps are logged.
- Healthy for Life's Ride to Wellness odometer program, \$20 odometer. The price is refunded after 500 miles are logged on a bike.
- The Starting Block, 10 percent off shoe purchases with a coupon from Healthy for Life.
- Monthly email newsletter with information such as wellness program news, healthy recipes and new wellness program benefits. To subscribe to the newsletter, please email the Wellness Program at wellness@umsystem.edu.

Wellness classes

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

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

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

Wellness ambassadors

Healthy for Life is recruiting wellness ambassadors. Wellness ambassadors are interested in living a healthy life and would like to promote healthy living to coworkers. They are involved in planning wellness program activities and providing wellness information to colleagues.

Get involved

To make an appointment, purchase a pedometer or odometer, get a coupon for the Starting Block, sign up for a class or volunteer as a wellness ambassador, please call Healthy for Life at (573) 884-1312. Check out the Healthy for Life website at <http://www.umsystem.edu/curators/wellness/>. Discounts listed in this article are subject to change.

Amanda Anderson

Diet and exercise make for a common formula for people wanting to lose weight. But Amanda Anderson, a senior research specialist at the Missouri Institute of Mental Health, which is affiliated with the MU School of Medicine, finds that her formula for weight loss starts with her personal computer.

In December 2009, Anderson began using the website www.livestrong.com to track her daily calorie intake and exercise record. With [livestrong.com](http://www.livestrong.com), Anderson determined how much weight she wanted to lose in a week and set her daily calorie limits.

Never a gym rat, Anderson was not a fan of exercising. Instead of pushing her body through a rigorous workout she wouldn't enjoy, she used the website to determine how many calories she burned participating in her daily routine. She found that activities

such as vacuuming, dancing with her children, playing softball and walking at work satisfied her exercise requirements.

The website opened Anderson's eyes to her unhealthy eating habits. The mother of two realized that eating a lot of processed foods like chicken nuggets was not helping her or her children.

"I said, 'what am I doing?'"

Anderson said. "Not only was I eating unhealthy, but so was my oldest child."

Anderson taught herself to eat in moderation. Instead of overestimating serving sizes, she began to eat recommended amounts of food. She made smarter food choices and added more fiber to her diet. Instead of topping her pizza with pepperoni, she began eating pineapple and vegetables as toppings.

For Anderson, each small dietary adjustment began to pay off. After five months of using [livestrong.com](http://www.livestrong.com), she lost more than 30 pounds, including many of the pounds she gained during her two pregnancies. Her doctor said she no longer needed to take cholesterol medications, which she had used for five years to combat high cholesterol levels.

"I learned to live with a whole different mindset," Anderson said. "And my decisions trickled down to my husband, because he lost weight, and now our entire family is eating healthier together."

Anderson shares her weight-loss success story with her co-workers and anyone willing to listen. She believes that with the right approach and mindset, anyone can find their perfect formula for weight-loss success.

Amanda Anderson's favorite recipe Barbecue chicken wraps



3 boneless skinless chicken breasts, cut into thin strips

1 green pepper, cut into strips

1 red pepper, cut into strips

1 onion, cut into thin strips

1/2 cup barbecue sauce

1/4 cup 2% cheddar cheese

Whole wheat tortillas

Spray a pan with Pam cooking spray. Cook chicken until white, and add peppers and onions and cook everything until vegetables are done. Add barbecue sauce to pan, and stir all ingredients to combine. Serve with desired amount of cheese topping on a warm tortilla.

Anne Heine

For many MU Health Care employees, the commute to work is the same every morning — the route, the radio station, the time of day.

Anne Heine, RN, MSN, an instructor of clinical nursing at MU's Sinclair School of Nursing and nurse at Women's and Children's Hospital, follows a similar routine, except Heine's transportation comes with two wheels instead of four. Heine is an avid bicyclist. She rides to and from work every day — commuting four miles from her southwest Columbia home to her office at the School of Nursing or seven miles to Women's and Children's Hospital. On weekends, Heine joins friends from her local bike club in riding 30 to 40 miles along county roads and local trails. Heine said she has many reasons for bicycling, including the social aspects, health benefits and kid-like feeling she experiences every time she rides. Lately, she's found one more reason to ride.

“Every day I ride my bike past the gas station and celebrate, because I know I'm saving money on gas,” Heine said.

Heine actively participates in programs offered through the Healthy for Life T.E. Atkins University of Missouri Wellness Program. She ranks among the top distance riders in Healthy for Life's odometer program, which tracks a bicyclist's miles and offers rewards for distances traveled. She is a wellness ambassador and has participated in mindful stress reduction and healthy eating classes.

“Healthy for Life's programs are motivating and a great way to keep health and wellness at the forefront of your life,” Heine said.

She encourages many of her coworkers and colleagues to participate in Healthy for Life's programs — even if those employees arrive at work via four wheels rather than two.



Anne Heine's ADVICE FOR BICYCLE RIDING

- Schedule it into your life.
- Ride with friends to make it fun.
- The Katy Trail is a great place to start your ride.
- Always wear a helmet and make safety a priority.
- Take GetAbout Columbia's Confident City Cycling class.



IT'S INSTRUMENTAL

By Colin Planalp

By the numbers

More than 20,000 surgeries a year
158,000 surgical trays a year
About 10-75 instruments per tray
8 instrument washers
9 steam sterilizers
7 hydrogen peroxide sterilizers

Holding two bayonet forceps up to the light, Ahmed Madison compared the surgical instruments to a picture on his computer screen. The two looked deceptively similar — like large, bent tweezers — but as a certified instrument technician in University Hospital's Sterile Processing Department, Madison knows better than to trust first glances.

"Look at the handle on this one," he said. "The one on the screen has a rounded handle, but this one has a flat handle. And look at the tips of the forceps. The description calls for serrated tips, but this one is smooth. That's a huge difference to the doctor using these. You could tear delicate tissue using the serrated forceps when you need a smooth one."

Madison is one of more than 40 people in University of Missouri Health Care's Sterile Processing Department. MU Health Care has three sterile processing offices: one at the Missouri Orthopaedic Institute, one at University Hospital and one at Women's and Children's Hospital.

Together, MU Health Care's sterile processing staff prepares every tray of surgical instruments for more than 20,000 surgeries every year. That translates to approximately 160,000 trays of surgical instruments — no small job considering each tray has between one and 50 instruments in it.

As director of surgical services for MU Health Care, Mark Jackson, MPA, has a broad perspective of how an operating room works. He compares surgery to a Broadway play, with surgeons, nurses and surgical techs performing in the spotlight. Without the right backstage talent, however, even the world's greatest surgeon would be helpless in the O.R.

Behind the scenes in sterile processing



“Sterile processing is the backbone of surgery,” Jackson said. “Imagine performing a surgical procedure with your bare hands — no scalpels, no scissors, no instruments at all. You wouldn’t get very far.”

Deronda Turner-Malveaux, supervisor of sterile processing at University Hospital, has worked in the field for 30 years. She has seen sterile processing evolve into a profession that becomes more challenging every day, with new technology to learn and medical advancements to keep up with.

“It’s a career that requires meticulous attention to detail, the ability to learn quickly and retain tons of information, and prioritize important responsibilities,” Turner-Malveaux said. “We take it seriously. Here at MU Health Care, we require every instrument tech achieve professional certification within 12 months of being hired.”

Certification is a rigorous process that requires sterile processing professionals to complete 400 hours of training.

That’s about 10 times the amount of training experience required for a pilot’s license. To be certified, sterile processing professionals must also study and pass an exam on numerous topics, such as microbiology, anatomy, cellular biology and sterilization procedures.

“The certification manual is the Bible of sterile processing,” said David Preyer, supervisor of the Women’s and Children’s Hospital.

The life of an instrument

Before you learn about sterile processing, the first thing to know is the difference between durable and disposable surgical instruments. The disposable instruments — like sutures for stitching incisions after surgery — are prepackaged by medical equipment manufacturers, used once and thrown away. Durable instruments are designed and constructed to be used hundreds of times. They are made of high-quality,

surgical-grade stainless steel, titanium metal, space-age polymers or other robust materials. Because they are reused, they have to be carefully cleaned and maintained. That is the job of sterile processing.

Let's start with Sara Hawkins. Although Hawkins, a certified surgical sterilization technician, works from 8 a.m. to 4:30 p.m., there are people working in sterile processing 24/7 at University Hospital. While the Missouri Orthopaedic Institute's department closes on weekends, University Hospital needs to be ready for a severely injured trauma patient at any time.

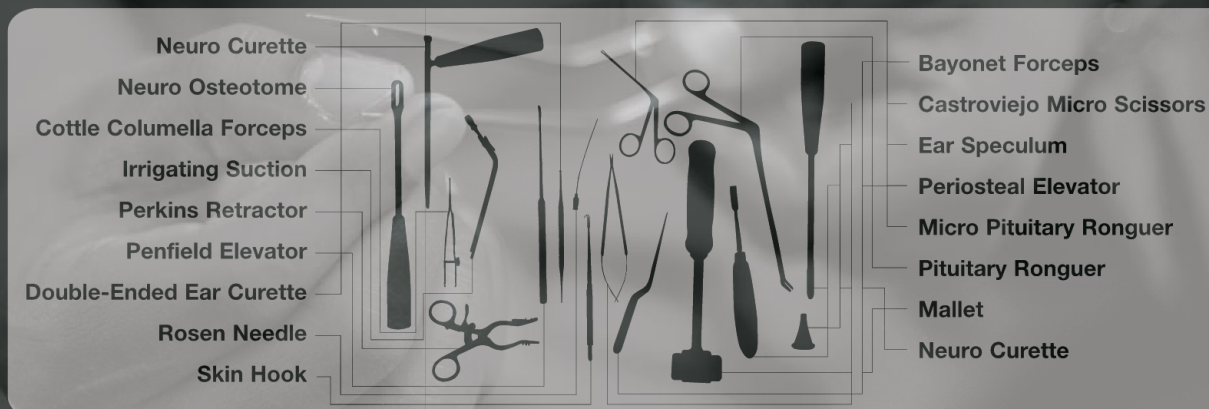
Today, Hawkins is assembling surgical trays. She has a list of trays to put together, each for a specific type of surgery with its own instrument requirements. Her first tray of the day is for an ear, nose and throat surgery — perhaps for removing a cancerous throat lesion, or maybe a sinus surgery.

The second method is used for instruments that can't stand the extreme heat of steam autoclaves, such as cameras, scopes and other sensitive technology. It uses vaporized, highly concentrated hydrogen peroxide to chemically kill germs.

Next, the surgical trays are transported to sterile storage, a room filled with dozens of racks stacked with 3,000 to 4,000 surgical trays. In that room, kept at a cool 65 degrees, the trays wait until they are needed for a surgery.

Marvin Eichelberger serves as a certified surgical sterilization technician in University Hospital's O.R.s. He brings the trays up from the ground floor to the third floor, and after the instruments are used in surgery, he collects them and brings them back to sterile processing where they are decontaminated and washed.

Each year, MU Health Care sterilizes 158,000 surgical trays with 10 to 75 instruments per tray. Here's a sample of 17 instruments from spine and ear surgeries:



She inspects more than a dozen different kinds of instruments, some tiny scissors that bend left, others that bend right, and some spoon-like tools with a bowl the size of Lincoln's head on a penny. Hawkins tests their mechanical function, lubricating the instruments if they are the least bit rough, and she eyes them for the smallest imperfections or burrs in the metal.

"I look at every instrument like it is going to be used on a family member," Hawkins said, walking to a cabinet to find a surgical pin. "My son broke his finger a little while ago, and the doctor put in a pin. You want that pin to be perfect. You want every pin to be perfect."

After the trays are assembled, the instruments are sent to be sterilized. MU Health Care uses two methods to sterilize instruments. The first uses super-hot steam to kill germs. The keys to this method are time, temperature and pressure. The instruments are placed inside the steam oven, called an autoclave, and the chamber is pressurized. Steam is then pumped into the chamber, and it is heated to 270 degrees Fahrenheit — hot enough to kill any germs within four minutes. To be extra careful, MU Health Care usually sterilizes the instruments for 10 minutes.

"It's a fast-paced job, especially when you have multiple surgical cases finishing up at the same time and the instruments need to be sterilized again quickly for another case," he said.

In decontamination, sterile processing staff members carefully clean blood, bone and any other surgical debris from the instruments. Wearing protective equipment, they use disinfectants, water and an ultrasonic cleaning machine that uses precisely controlled sonic waves of water to remove debris from instruments.

Next, the instruments are cleaned again with 260-degree water in instrument washers that look like industrial-grade dishwashers. Then the instruments start the process over again, being inspected and sorted into trays, sterilized and stored, and used in surgery.

"The people in our Sterile Processing Department are vital to the surgical treatment of our patients," said Jerry Rogers, MD, chair of the MU School of Medicine's Department of Surgery. "Without our sterile processing professionals, none of our surgery patients could benefit from the life-saving and life-changing care we provide here."

Tiffany Walker, RN, staff nurse at Children's Hospital; Anita Larsen, RN, MBA, chief operating officer and chief nurse executive; and Sue Rodgers, RN, MHA, director of nursing services at Women's and Children's Hospital



Larsen and Rodgers with Children's Hospital nurses Kristen Medley, RN, Sheila Bauer, RN, and Christi Brooks, RN



Diane Oakley, RN, staff nurse at Ellis Fischel Cancer Center; Debra Deeken, RN, MSN, manager of cancer screening services; Larsen; and Kristi Gafford, MPH, MBA, executive director of Ellis Fischel



we're proud of our NURSES

Liz Van Hooser

In conjunction with National Nurses' Week, dozens of University of Missouri Health Care nurses were recognized for their professional development at an awards breakfast May 10.

Seventy nurses were honored for attaining Professional Advancement While Serving (PAWS) status. To achieve the status, nurses must reach certain benchmarks in advanced training and certification, peer support and protocol enhancement. Depending on achievement, nurses were awarded either black or gold status. They each received paw pins for their ID badges.

PAWS was launched last year and replaces a previous clinical ladder.

"We worked for several years to revamp the program to meet everyone's needs," said Anita Larsen, RN, MBA, chief operating officer and chief nursing executive. "We wanted the program to be challenging enough that it would be a significant achievement but also attainable for a nurse to do."

The goal of the program, Larsen said, is to encourage nurses to be actively engaged in professional development, which will ultimately improve patient care.

"The idea of developing our nurses into clinical experts as well as engaging them in behind-the-scenes projects is to ensure that we stay on the innovative edge of nursing practices," Larsen said.

Dee Dokken, RN, a staff nurse at Ellis Fischel Cancer Center, achieved gold status, the highest level possible. In addition to being certified as an oncology nurse, she is also participating in reviewing evidence-based research

to learn about the best way to have an intervention with a patient who smokes.

Dokken said the breakfast and awards are a way for MU Health Care to show its support for nurses.

“It’s nice to be rewarded and recognized for going the extra mile,” she said. “I felt like it shows how much nurses are valued here.”

Dokken participated in the previous clinical ladder and knew she would want to earn PAWS status as well.

“A lot of it is just professional pride,” she said. “I feel like doing these things is just part of my job.”

Through a partnership with the Sinclair School of Nursing, MU Health Care provides education and mentoring of nurses to conduct evidence-based practice projects and research. Assistance with literature review is offered by the J. Otto Lottes Health Sciences Library and nurses can access the latest literature online 24/7.

Throughout MU Health Care, about one in five nurses also acquires national specialty certifications. MU Health Care supports continuing education for nurses through tuition discounts, scholarships, flexible scheduling for class attendance and financial support for certification. Our Center for Education and Development provides numerous opportunities for continuing education and professional growth of nurses using computer-based training, simulation and classroom education.

Anne Hackman RN, MPA, coordinator of nursing outcomes and professional development for University of Missouri Health Care, said advanced professional certification in a clinical specialty is important for many reasons.

“The achievement of a national professional certification validates a nurse’s skills, knowledge and abilities,” she said. “Research has shown that hospitals experience better patient outcomes with a higher number of certified nurses.”

To see photos from the ceremony and a complete list of the 70 nurses who were recognized, visit www.muhealth.org/nursesweek.

Praise for our nurses

Social media campaign draws positive patient comments.

National Nurses’ Week begins each year on May 6 and ends on May 12, the birthday of Florence Nightingale. To recognize nurses this year, MU Health Care launched a comprehensive social media campaign that included daily posts on Facebook, YouTube and Twitter. Posts featured videos with testimonials from our patients as well as our own nurses. Patients and colleagues posted comments thanking their caregivers and sharing their stories of how nurses have touched their lives.

Kelly Coleman of Sedalia became a fan of MU Health Care nurses when he found himself en route to University Hospital on the Staff for Life helicopter with a life-threatening aortic aneurysm.

“My ascending aorta was coming loose from my heart,” Coleman said. “It was hanging by a thread, and if it had come loose I would have been dead in two minutes. In flight I was losing consciousness, and as the chopper was coming down I basically gave up and figured it was my time to go. About the time they got me off the helicopter, my arm fell off the gurney. A trauma nurse grabbed my hand and got within 12 inches of my face and said, ‘you’re not going anywhere, you’re mine now.’

“And that turned me around long enough for them to get me into the emergency room,” he said. “They kept me alive long enough to have the surgery that I needed.”

Coleman underwent a 13-hour procedure to repair his heart and spent 10 days in University Hospital’s cardiac intensive care unit, where he made a full recovery.

“The nurses were present every time I woke up, they touched me and encouraged me and nursed me back to health,” he said. “They did not appear to be doing a job but acted like they were on a mission. And I got the impression that they would have gone to the gates of hell to bring me back to the land of the living.”

Below is a sampling of the comments we received on Facebook.



Kathy Marschel: You will NOT find better nurses than those at Children’s Hospital! They are FABULOUS! Happy Nurses Week to you all!



David Hayes: Almost all of the nurses who have cared for my daughter on the NICU and the Peds floor have changed our lives. They have made it so much easier. Shelby has spent a lot of time in this hospital and if not for these people she would not be alive. A special place and special people. That’s the best way to put it.



Tandra Lancaster Brinkmann: Kathy and Diane in the radiation department are ANGELS!! They guided and comforted my husband and our whole family through the absolute worst time of our life. We could not have made it through my husband’s six and a half weeks of radiation for head and neck cancer without them. They were our ANGELS OF LIGHT through the darkest time ever!! We will never forget them!!



Alison Tharp Martin: My nurses have been wonderful. So many have given me first line, caring and compassionate treatment. I have a debt of gratitude to the nurses @ Ellis Fischel and University Hospital.

ADVANCING

to a new level

MU Health Care recognized for electronic medical record progress

University of Missouri Health Care has reached a milestone in our transition from all-paper to all-electronic patient records. HIMSS Analytics, a national company that evaluates hospitals progress in implementing electronic medical records, announced in May that University of Missouri Health Care has achieved Stage 6 of the EMR Adoption Model.

Of 151 hospitals and health systems in Missouri, only 16 have reached Stage 6. To date, only 197 of the 5,000 hospitals nationwide have reached this advanced stage of electronic medical records implementation.

At University of Missouri Health Care, the steps taken to reach Stage 6 have included:

- using computers to reduce medical errors by eliminating hand-written doctors' orders and medication prescriptions
- using computerized alert systems to let medical professionals know about potential problems such as a patient allergy to a particular medication
- giving all of a patient's caregivers (such as physicians, pharmacists and physical therapists) immediate access to the patient's most up-to-date medical information
- allowing faster ordering of laboratory tests and quicker access to those tests by caregivers

"The most important aspect of our progress with implementing the electronic medical record is the way we are utilizing information technology to improve patient safety," said Jim Ross, chief executive officer of University of Missouri

Health Care. "Reaching Stage 6 also means University of Missouri Health Care is well-positioned to successfully address many of the changes resulting from health care reform. These include meaningful use criteria in the American Recovery and Reinvestment Act, pay for performance, and government quality-reporting programs."

The American Recovery and Reinvestment Act of 2009 provides specific stimulus incentive payments for hospitals and physicians that obtain "meaningful use" of electronic medical records within a specified time.

In September 2009, the University of Missouri and Cerner announced plans to create the Tiger Institute for Health Innovation to pursue revenue-generating and cost-saving initiatives. At that time, leaders from the university, the health system and Cerner said priority goals would include activities required to achieve stimulus funding for federal government-mandated information technology such as electronic medical records.

"Information technology will play an increasing role in the practice of medicine in the future, allowing better

value through improved quality and efficiency," said Hal Williamson Jr., MD, vice chancellor of the University of Missouri Health System. "The creativity and expertise of our medical, nursing and health professions faculty has been invaluable in helping us reach this technology milestone."

"Our partnership with Cerner through the Tiger Institute is a primary reason we've been able to rapidly advance our health information technology at University of Missouri Health Care," Ross said.

HIMSS Analytics developed the EMR Adoption Model in 2005 as a methodology for evaluating the progress and impact of electronic medical record systems for hospitals in the HIMSS Analytics Database. Tracking their progress in completing eight stages (0-7), hospitals can review the implementation and use of information technology applications with the intent of reaching Stage 7, which represents an advanced electronic patient record environment.

"Reaching Stage 6 means University of Missouri Health Care will have a significant advantage in supporting and recruiting physicians, nurses and other health professionals," Ross said.

Health tips

Are you sun smart?

As a skin cancer survivor, MU employee Robin Guile encourages others to wear sunscreen. Here are some of her tips. *Read Guile's story on page 7.*

Robin Guile's skin protection tips

- Use sunscreen before going outdoors.
- Make sure you provide thorough coverage to your entire body.
- Wear protective clothing, a hat and sunglasses.
- Limit your time in the sun during high-intensity periods of the day.
- Get your activities done in the early morning and evenings.
- See a dermatologist if you notice any changes in your skin.

Recipe

Let's call it a wrap

One of the ways that MU employee Tammy Hickman hit her goal of losing 50 pounds by her fiftieth birthday was by making healthier choices in her diet. She often puts together wraps at work for her lunch. *Read the story of Hickman's weight loss success on page 5.*

Tammy Hickman's healthy recipe

- Tumaro's sun dried tomato and basil 8-inch tortilla (120 calories)
- 2 Tablespoons roasted red pepper hummus (50 calories)
- Shredded lettuce (8 calories)
- 3 slices of deli smoked turkey (60 calories)

Spread the hummus on the tortilla. Add the other ingredients and roll.

Another variation is to take the same type of tortilla and use grilled chicken breast strips and salsa with lettuce instead of turkey and hummus.



Aug. 4

21st annual Helping Little Hearts Charity and String Golf Tournament hosted by the Kiwanis Golden K Club to support Children's Hospital, at Lake of the Woods Golf Course. For details, contact Michelle Kemp, coordinator of Children's Miracle Network for Children's Hospital, at **(573) 882-5686**.

Aug. 5-7

Women's Health Symposium and Obstetrics Emergencies Workshop at Tan-Tar-A Resort at Lake of the Ozarks in Osage Beach. For details and registration, please visit www.muhealth.org/cme.

Aug. 13

Columbia Heart Walk to benefit the American Heart Association, registration at 8 a.m., walk begins at 9 a.m. at Stephens Lake Park in Columbia. Join a team at www.columbiaheartwalk.org.

Aug. 19-20

21st annual Caring for the Frail Elderly Conference, at the Holiday Inn Select Executive Center. For details and registration, please visit www.muhealth.org/cme.

Aug. 27

15th annual Ellis Fischel Gala, "A Summer Celebration," to benefit Ellis Fischel Cancer Center, at The Lodge of Four Seasons in Lake Ozark. For tickets, please call **(573) 884-1190** or **(866) 260-4517**.

Aug. 28

17th annual River Hills Sporting Clays Tournament to benefit Children's Hospital, at River Hill Sporting Clays in Boonville. For details, please contact J.R. Robinett, tournament chair, at **(573) 387-4609**.

Blood Cancer Awareness Month September

Sept. 16

Deadline to submit \$25 entry fee and form for "Artful Bra" contest. For a bra entry form or reception tickets, contact Charlene Johnson at **(573) 882-6100** or johnsonmarj@missouri.edu.

Sept. 18

Second annual Susan G. Komen Race for the Cure in Columbia. To join Ellis Fischel Cancer Center's team, contact Kristen Fritschie at **(573) 882-5456** or fritschiek@health.missouri.edu.

Breast Cancer Awareness Month October

To make an appointment with Cancer Screening, Services call **(573) 882-8511**.

Oct. 5

"Artful Bra" silent auction, wine and cheese reception at the Tiger Hotel, 23 S. 8th St. Tickets cost \$30 at the door or \$25 for early-bird registration. Contact Charlene Johnson for tickets at **(573) 882-6100** or johnsonmarj@missouri.edu.

Oct. 6-8

7th Annual Health Ethics Conference at the Hampton Inn. For details and registration, please visit www.muhealth.org/cme.

Oct. 15-16

"Extra Life" video game fundraiser, 8 a.m. Saturday, Oct. 15, to 8 a.m. Sunday, Oct. 16.

Play video games for 24 hours. Ask your friends and family to sponsor you for \$1 per hour (\$24 each). Sign up online at <http://extralife.sarcasticgamer.com>.

Kay Smith

RN



'A great listener' by Velvet Hasner

As a teenager in the small town of Westphalia, Kay Smith, RN, was outspokenly against becoming a nurse. Her mother was a nurse, but Kay wanted to chart her own course. It wasn't until Smith took a job in her twenties as a unit clerk in University Hospital's medical and neurosurgical intensive care unit and saw the inner workings of a hospital that she decided to follow in her mother's footsteps.

"I saw what nurses did on a daily basis and gained a greater appreciation," said Smith, who is currently a nurse clinician in anesthesiology at University Hospital. "I wanted to become deeper involved in patient care and be able to have an effect on people."

Smith earned a nursing degree from Lincoln University in 1994. She spent her first five years in nursing taking care of critically ill patients in the burn intensive care unit at University Hospital's George David Peak Memorial Burn and Wound Center. She then served for 12 years in the hospital's trauma and surgical intensive care unit. She served as a night shift supervisor for five of those years.

"The ICU setting is really intense," Smith said. "Everything is very sharply in focus for families, because it is usually a sudden thing that puts a patient in there, like a house fire, car wreck or major illness."

"We've taken care of horribly, tragically sick patients," Smith said. "And my purpose is to make getting through a difficult situation easier for the patient and family."

After years of the adrenaline-filled ICU settings, Smith took her current position as a nurse clinician for the Department of Anesthesia's acute pain service in 2010. Her purpose, she said, remains the same. Her specific focus now is minimizing pain for surgery patients. She works with anesthesiologists Alice Landrum, MD, Michael Brown, MD, and other anesthesia faculty and residents to administer peripheral nerve blocks and epidurals before surgeries to lessen patients' pain and decrease the need for oral pain medications after surgery.

Smith begins her day at 6 a.m. by reviewing the day's operating room schedules and forming a plan for the day. By 6:15 a.m., she is in pre-op. Her morning is usually spent assisting with procedures to prepare patients for surgery, and then she follows up with patients in the afternoon to ensure their pain is well managed.

Because of her close relationship with her colleagues in the surgical ICU, Smith decided to become a member of the forYOU team last spring. The forYOU team was developed by MU Health Care's Office of Clinical Effectiveness as a 24/7 support program for health care employees experiencing unanticipated clinical events.

We're here for you!

forYOU
team

Contact the ForYou team at any time at pager (573) 499-8517.

"The forYOU Team recognizes that our employees and health care professionals have specific needs just like our patients," said Sue Scott, RN,

MSN, coordinator of patient safety and coordinator of the team. "We assembled a group of peers who have good listening and supportive skills and are specially trained to help a clinician through a stressful situation. Kay is a great listener and knows firsthand how emotionally challenging it is to be a bedside nurse in a busy ICU environment. The forYOU team is one way that University of Missouri cares for its own."

More than 80 employees throughout MU Health Care are forYOU Team members. Members of the team represent nursing, physicians, respiratory therapists and allied health care team members. Each has completed training to recognize and support a health care clinician who needs a sympathetic ear or a shoulder to cry on.

"Most of the time, the interactions just involve listening and being supportive and sympathetic," Smith said. "People need to talk about stressful situations and have someone who can listen and understand what they are experiencing. I'm not a trained counselor — I know what my limitations are and will refer someone for counseling and additional support if needed. But frequently, it just helps to talk things out with another peer and let someone know that they're not alone."

Jamarra Liccione; >>>
 Terrance Johnson;
 Tisha Smith, Jo
 Heibel and Mick
 Bryson; Mike
 Wheeler; and L.R.
 Hults, a local actor
 who played the role
 of patient Max

2011 Trailblazer AWARDS

rolling out the red carpet



As camera lights flashed, Jamarra Liccione stepped into the spotlight and accepted a statuette for her latest acting role. It was actually Liccione's first acting gig — she played the part of herself, a nurse in the oncology unit at University Hospital, for an employee training video. Liccione was one of 80 employees honored with a Trailblazer Award at a casting party March 30 in MU's Jesse Hall's Auditorium.

"We've taken a giant step in patient satisfaction," said Hal Williamson Jr., MD, vice chancellor of the University of Missouri Health System. "On behalf of our patients, thank you for listening to them. On behalf of our employees, thank you for showing the way."

University of Missouri Health Care leaders worked with Center for Education and Development staff to roll out training videos focused on patient- and family-centered care in specific environments. The winners of the Trailblazer Awards were chosen as model employees by their managers and starred in the videos.

According to Sue Kopfle, MBA, chief human resources officer, MU Health Care's patient satisfaction score rose from 88.1 in July 2010 to 89 in April 2011.

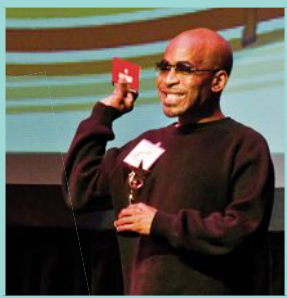
"The clear message from our scores is that the training works," she said. "The areas with employees who completed video simulation training show remarkable results."

Training began in the fall of 2010 and continues with more than 30 videos for specific areas in which employees interact with patients and families. Examples include nursing, radiology, phlebotomy, pharmacy, housekeeping, food services and admissions. After watching the videos, employees then act out similar scenarios to learn from one another. They follow the principles of AIDET (acknowledge, introduce, duration, explanation and thank-you).

Lorena Moyer, assistant manager of Dining and Nutrition Services at University Hospital, said that after all 59 employees in her department completed patient- and family-centered care training, their patient satisfaction scores and comments have improved.

"The training has brought a new overall awareness to staff," Moyer said. "The biggest benefit was learning from watching each other. We saw some things people were doing that were just great. We learned from each other, and we able to adopt the best practices that we found so everyone in the department could copy them."

The videos are posted on the Center for Education and Development's website at <http://umhc-ced01.umh.edu:89/>.



Our STARS

Listed in order of appearance by video

- Admissions: **Jordan Magdits**
- Case manager: **Tracy Riecke**
- Catheterization lab: **Vicky Parcel, Vickie Grieshaber, Brenda Snodgrass, Judith Bickel**
- Clinic LPN: **Paulette Moreau**
- Clinic patient service representative (PSR): **Jill Burwell**
- Diagnostic cardiology: **Tim Brown, Susan Vollrath**
- Diet clerk: **Breanna Hunter**
- Emergency room: **Christine Shaw, Jeni Bourke, Alyssa Neitzert**
- Endoscopy: **Erin DeWoody**
- Fit for Life: **Jackie Faber**
- Food services: **Les Masters**
- Housekeeping: **Carla Masters**
- Inpatient pharmacy: **Tom Sandifer**
- Neurophysiology: **Kay Moore**
- Nurse 5 East: **Jamarra Liccione**
- Nurse 5 West: **Mick Bryson, Tisha Smith, Jo Heibel, Judy Clark (patient)**
- Nurse tech 5 West: **Raymond Pfaff**
- Outpatient pharmacy: **Cheryl Heirford, Stephanie Lumley-Hemme**
- Pharmacy tech: **Rachel Starling**
- Phlebotomy: **Vanessa Vaughn**
- Radiology bedside: **Mica Jackson, Danielle Lebel**
- Radiology CT: **Angie Thomas, Jeralee Wolf**
- Radiology MRI: **Faith Oxford**
- Respiratory therapy: **Margaret Coleman**
- Social worker: **Marilyn Beeson**
- Speech therapy: **Mike Wheeler**
- Therapies (occupational and physical therapy): **Bethany Naughton, Allison Zimbalist**
- Transporters: **Lamont Williams, Heidi Hoskins, Terrance Johnson, Tisha Flatt**
- Surgery services: **Melissa Wilhite, Aisha Roby, Erin McAllister, Sally Lashley, Leigh Osborne, Laura Henzel, Darcy Marlow, Pam Rowden, Pam Holliday, Archana Ramaswamy, Bobby Daryl Moore**

Producers

The behind-the-scenes facilitators included numerous MU Health Care leaders and Center for Education and Development staff:

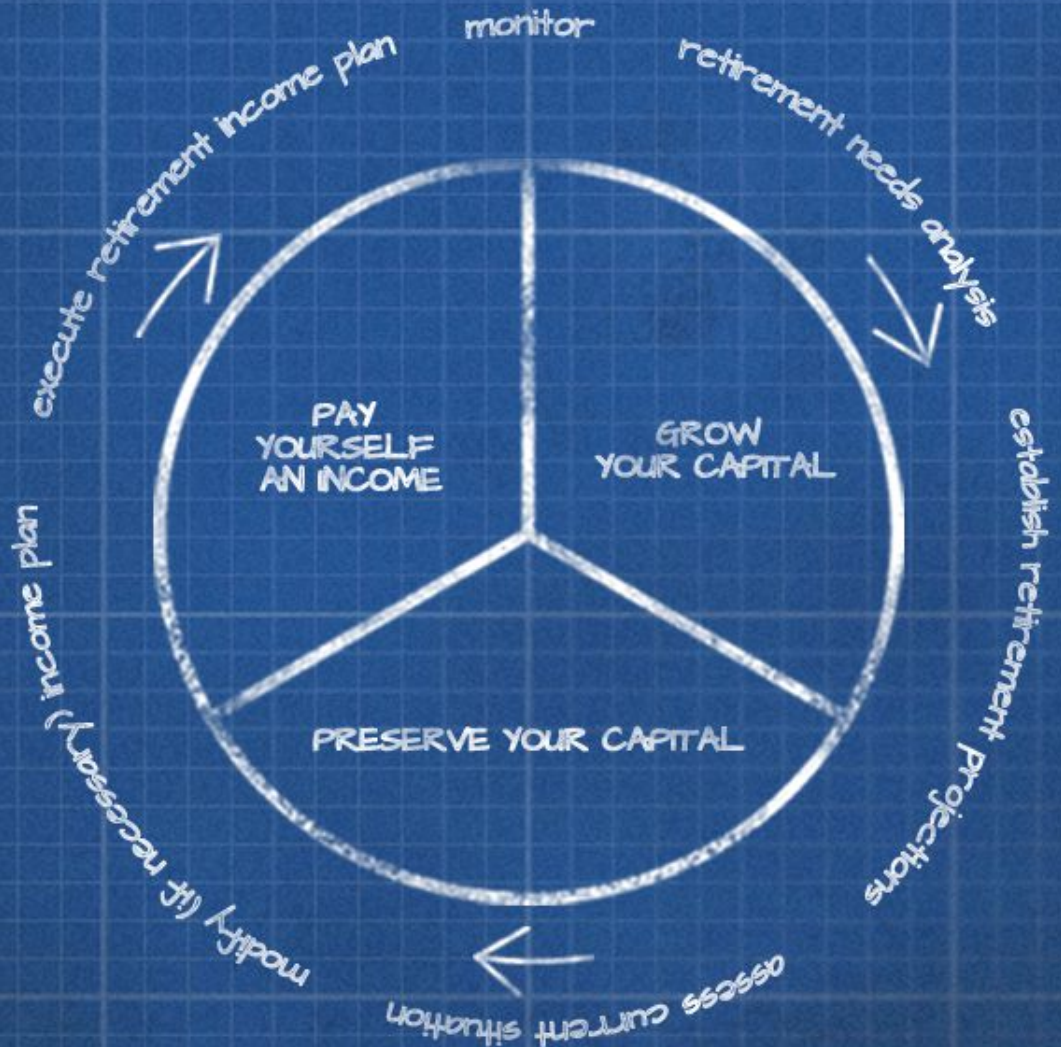
- | | |
|------------------|------------------|
| Peter Callan | Lisa Oswald |
| Tami Clark | David Parker |
| Deb Deeken | Deborah Pasch |
| Anne Hackman | Eileen Phillips |
| Karen Harris | Shawn Phillips |
| Lynne Hedrick | Betsy Reeves |
| Dena Higbee | Chris Sanders |
| Linda Hughes | Sandy Scotten |
| Donna Ianke | Phil Shearrer |
| Jennifer Jackson | David Sohl |
| Marie Knoop | Bonnie Steinmetz |
| Linda Lightfoot | Kay Steward |
| Lori Mann | Ceresa Ward |
| Lorena Moyer | Lacy Weddle |
| Dawn Nunez | Nancy Wittenborn |

Facilitators

- | | | |
|------------------|-------------------|---------------|
| Betsy Reeves | Lisa Oswald | |
| David Parker | Tami Clark | |
| Eileen Phillips | Lacy Weddle | |
| Linda Hughes | Deb Deeken | |
| Jennifer Jackson | Deb Pasch | |
| Karen Harris | Dawn Nunez | Dena Higbee |
| Lori Mann | Sandy Scotten | Marie Knoop |
| Anne Hackman | Nancy Whittenborn | Lynne Hedrick |
| Peter Callan | Ceresa Ward | |
| Shawn Phillips | Donna Ianke | |
| Kay Steward | David Sohl | |
| Linda Lightfoot | Bonnie Steinmetz | |
| Phil Shearrer | Chris Sanders | |
| Lorena Moyer | | |



Redesigning the
RETIREMENT
blueprint



Future employees may have a new retirement plan

The University of Missouri System has been considering changes related to retirement benefits for new employees. In March 2011, a Retirement Plan Advisory Committee presented a report with recommendations about retirement offerings to the UM Board of Curators. This spring, Betsy Rodriguez and Kelley Stuck from UM System Human Resources gave presentations to University of Missouri Health System staff and faculty and answered questions about the retirement system. The full report can be found on the [UM Faculty and Staff Benefits Web page at http://www.umsystem.edu/ums/hr/benefits/](http://www.umsystem.edu/ums/hr/benefits/). Click on the “Retirement Plan Project” link on the right side of the page. Following are some frequently asked questions and answers.

Q. What did the Retirement Plan Advisory Committee recommend?

A. The committee, which was appointed by then-President Gary Forsee, recommended in March that the UM Board of Curators carefully study the University of Missouri’s current retirement plan and decide if it was in the university’s best interests to bear the financial risks of the current plan. If the curators decide that the university cannot bear the risk, then the committee recommended that the curators keep the current plan in place and add a new plan for future employees only.

Q. What would a new retirement benefit for future employees look like?

A. The committee recommended a retirement plan for new employees offer a combination plan including both defined benefit and defined contribution plan features.

Q. What is the difference between “defined benefit” and “defined contribution?”

A. Our current retirement plan is a defined benefit plan, where the employer promises to pay an employee an amount at retirement based on salary, age and length of service. In a defined contribution plan, the employer contributes a defined amount to the employee’s account, and the employee manages and invests the account himself.

Q. If the curators decided to add a new retirement option, whom would the new plan affect?

A. A new retirement plan, if decided upon by the Board of Curators, would apply only to employees hired after the new plan went into effect.

Q. What does this mean for me, a current employee?

A. You would continue in the current retirement plan, which provides a pension or “defined benefit.”

Q. What does this mean for people who have already retired from the University of Missouri system?

A. Retirees would also continue in the same retirement plan that is offered now.

Q. Why is the university considering changing the retirement benefit for new employees?

A. The university is not immune to factors beyond its direct control, including increasing volatility in the investment market, changing mortality rates, and potential changes in Governmental Accounting Standards Board (GASB) regulations, all of which have increased either or both the University’s current liabilities and future risk. Employee demographics and expectations are changing as well, which may affect perceptions regarding value and competitiveness of benefits.

Q. Is the current retirement plan at risk?

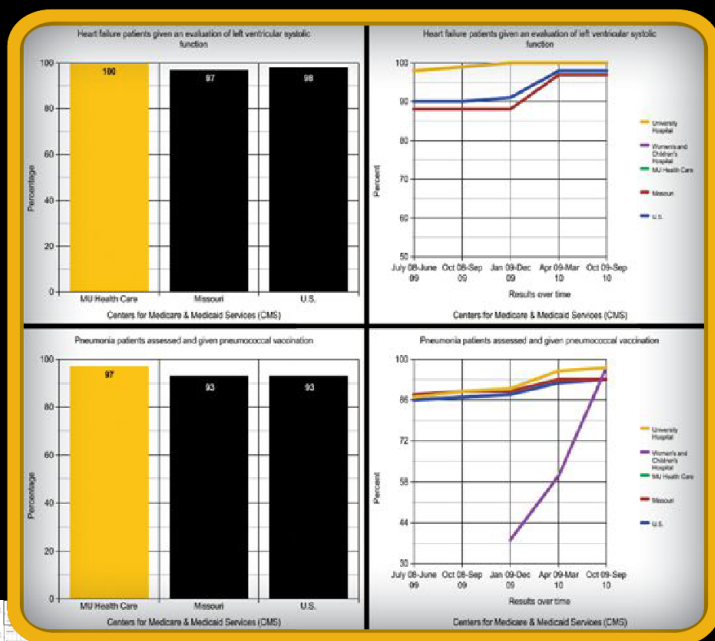
A. No. The current retirement plan is well-funded. In 2008, the curators created a stabilization fund, or reserve, to offset costs if the retirement plan required contribution exceeds budget for a given year. While this is an excellent approach, there will not be enough in the stabilization fund to fully offset the additional contributions that are projected in the next five years.

Q. Where can I go to learn more or give input on the retirement plan project?

A. Your questions and suggestions are welcome at www.umsystem.edu/ums/hr/benefits/retirementplanproject.

‘COMMITTED TO A CULTURE OF TRANSPARENCY’

New website sets standard for sharing quality data

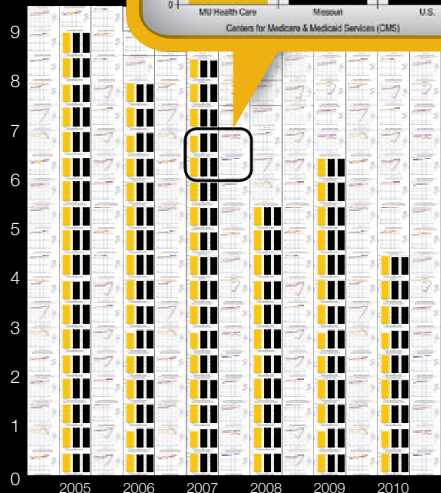


At University of Missouri Health Care, clinical professionals have been engaged in health improvement initiatives — in many cases, innovative, groundbreaking, nationally recognized work — for many years.

But communicating that work to the public in a way that has been easy to understand has been an elusive goal for clinicians — until this year. On May 16, 2011, University of Missouri Health Care’s public quality website debuted at www.muhealth.org.

MU Health Care’s website sets the standard for transparency of quality data. It includes data that all hospitals already publicly report to agencies such as the Centers for Medicare & Medicaid Services, but it goes much further. It also includes data on quality initiatives that aren’t publicly reported elsewhere, and it includes regulatory reports from agencies such as CMS that most other hospitals don’t share with the public.

“We are committed to a culture of transparency,” said Jim Ross, chief executive officer of University of Missouri Health Care. **“Good information helps consumers make good choices about their health care. It also helps us as health care providers focus on areas where we need to improve.”**





The steering committee for the quality website included the following.

- Kevin Dellsperger, MD, PhD, chair
- Julie Brandt, PhD
- Joanne Burns, RN, MPA
- Vince Cooper, MPA
- Karen Cox, RN, PhD
- Jeri Doty, RN, MS
- David Foley
- Lisa Hamm
- Anne Hackman, RN, MPA
- Kristin Hahn-Cover, MD
- Karen Harris, RN
- Christine Heath
- Mary Jenkins
- Karl Kochendorfer, MD
- Judith Massey, RN
- Myra McCoig, CPHRM
- Amy Morgan
- Betty Nikodim
- Colin Planalp
- Thomas Selva, MD
- Dennis Stambaugh, MHA
- Christina Steele
- Jo Ann Wait
- Sherry Wohlgemuth

The website includes a primer defining health care quality and explaining why consumers should care about quality improvement. It presents information about how University of Missouri Health Care works to improve patient safety. A section on performance measurement describes best practices for specific medical conditions, presents data on how we are doing and compares our performance to other hospitals across the state and the nation. In addition, the website includes many materials designed to educate patients and families about how they can be active members of their own health care teams.

“The goal with the website was to make it easy to use and easy to understand,” said Kevin C. Dellsperger, MD, PhD, senior associate dean for clinical outcomes and Professor and Marie L. Vorbeck Chair in Medicine.

He serves as chair of a task force charged with developing a quality and transparency strategy for MU Health Care.

“We continuously revised and reworked graphs to make them as user-friendly as possible,” Dellsperger said. “For example, we added arrows and text telling users if a high score was better than a low score or vice versa.”

The website is intended to help patients understand the importance of health care quality, show them what we are doing to improve, and let them know of some of the achievements University of Missouri Health Care has made in the area of quality and patient safety, said Kristin Hahn-Cover, MD, director of University of Missouri Health Care’s Office of Clinical Effectiveness.

An important focus of the health system is patient- and family-centered care, and the website includes a section with information about what we are doing to improve the patient care experience. Visitors to the website can see for themselves what patients are saying in a section of quotations taken directly from patient surveys.

“We encourage everyone — faculty, staff, patients and families — to check out our quality website,” Hahn-Cover said. “If you have questions or comments or suggestions for ways to improve the site and make it more useful, please let us know.”

Content and graphics for the website were primarily developed by Colin Planalp, senior information specialist; Sherry Wohlgemuth, senior multimedia specialist; Hahn-Cover and Mary Jenkins, public relations manager.

To view the quality website, please visit www.muhealth.org/qualitycare. You can email comments or questions to insight@health.missouri.edu; please write “quality website” in the subject line of your email.



GOING Green

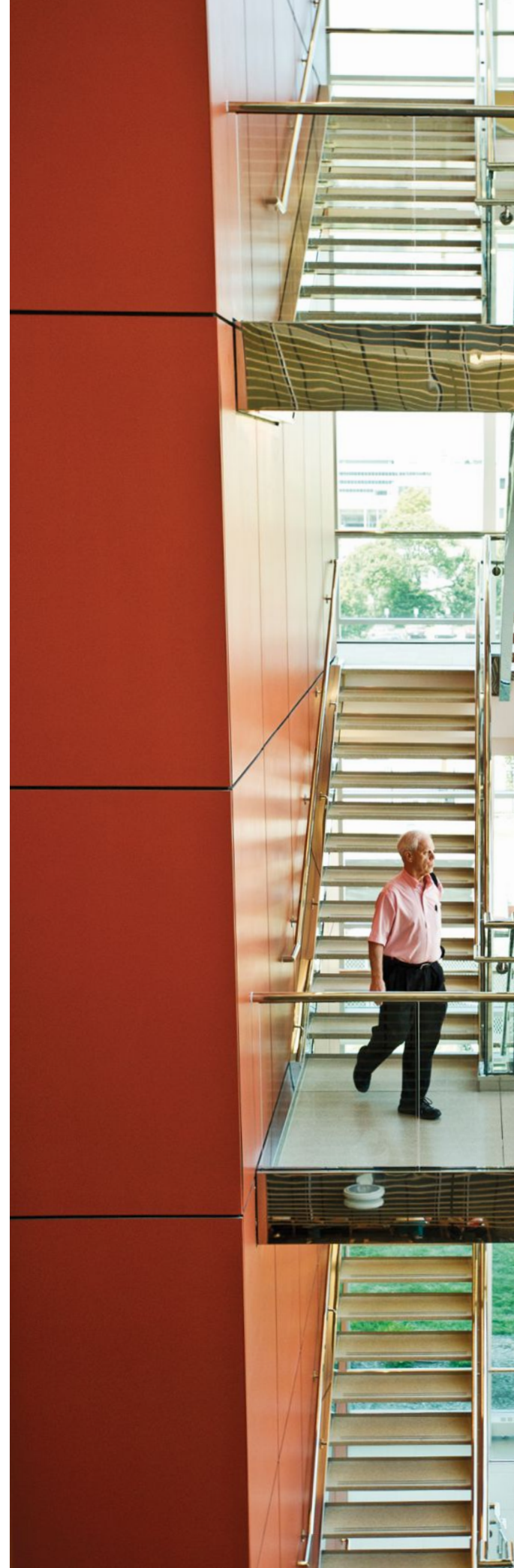
Missouri Orthopaedic Institute
LEEDs the way

With features such as large windows and efficient plumbing, MU Health Care's newest building is being recognized as environmentally friendly. In May 2011, the Missouri Orthopaedic Institute was awarded Leadership in Energy and Environmental Design (LEED) certification as a green building.

LEED is a program established by the U.S. Green Building Council in 2000 to promote and recognize environmentally friendly practices in architecture, construction and operation.

"Almost everyone is familiar with hybrid cars, which use sustainability principles to achieve incredible fuel efficiency," said Clarissa Easton, AIA, chief facilities officer for MU Health Care. "LEED guides us to a similar result. By thoughtfully designing and constructing buildings, we can reap the same benefits — a lighter footprint on our environment, and a smaller effect on our pocketbook."

The Missouri Orthopaedic Institute achieved LEED certification by incorporating numerous innovations in energy efficiency, water conservation and material use, as well as incorporating a variety of other sustainable strategies. Our recycling program for paper, beverage containers, batteries and other products is one example.





What makes it green?

- A white roof to reflect sunlight and deflect heat
- Large windows to allow natural sunlight
- High-efficiency plumbing to use less water
- Drought-resistant, water-conserving plants
- Low-toxicity paints and other materials
- Bike racks to encourage carbon-free transportation

“LEED-certified buildings such as the Missouri Orthopaedic Institute contribute to a healthier environment for our patients, families and the entire community,” said Jim Ross, chief executive officer of MU Health Care. “In keeping with our mission of improving the health of all Missourians, we are striving for sustainable, environmentally efficient buildings in all new construction, including our patient care tower addition to University Hospital now in progress.”

The four-story, 114,000 square-foot Missouri Orthopaedic Institute includes comprehensive inpatient and outpatient orthopaedic services. It houses approximately 200 physicians and staff, including more than 20 University Physicians orthopaedic surgeons who specialize in sports medicine, joint replacement, pediatrics, hip and knee, foot and ankle, shoulder, hand, spine and trauma care.



MU students ranked No. 1 for teamwork

Four University of Missouri students brought home a first-place award and a shared \$7,500 scholarship from the CLARION National Interprofessional Team Case Competition in April.

Teammates (from left) are David Clark, a graduate student in health management and informatics; Caitlin Alexander, a graduate student in public health; Ashley Millham, a fourth-year medical student; and Jeffrey Trammell, a student in the Sinclair School of Nursing.

Taking the challenge

More than 500 runners and walkers participated in the 5K and 10K race in downtown Columbia. The event, organized by the Columbia Multisport Club, has raised more than \$125,000 for Ellis Fischel Cancer Center since 2003.

Bottom photo: Luke Lyddon of Columbia starts his 5K run at the ninth annual Jay Dix Challenge to Cure race on May 7.



Celebrating silver anniversary with Hickman High School



University of Missouri Health Care received an award for 25 years of partnership with Hickman High School at the Columbia Public School District's annual Partners in Education Program breakfast May 12.

Pictured are Tom Rose, board president of Columbia Public Schools; Tracy Conrad, principal of Hickman High School, Anita Larsen, RN, MBA, chief operating officer and chief nurse executive at MU Health Care; and Chris Belcher, superintendent of Columbia Public Schools.

Scottie Rawlings, a dietitian at University Hospital, led a cooking demonstration with Jim Ross, chief executive officer of University of Missouri Health Care, and Dan Rothery, president of Boone Hospital Center, at the Speaking of Women's Health conference in Columbia on May 7. They prepared fish tacos, fruit salsa and mini pudding tarts.

Is this how Emeril feels?





Upgrading Missouri Psychiatric Center

University of Missouri Health Care representatives and members of the Columbia Chamber of Commerce celebrated renovations to patient care areas at the Missouri Psychiatric Center with a ribbon-cutting event March 24.

MU Health Care employees, from center with the scissors, include Marla Smith, director of clinical operations at the psychiatric center; John Lauriello, MD, medical director of the center and Chancellor's Chair of Excellence in Psychiatry; Jim Ross, chief executive officer of MU Health Care; and David Parker, director of professional services.



Making bald moves for kids

More than 50 participants sacrificed their hair in support of pediatric cancer patients at MU's first Conquer Kids' Cancer! event at the Columbia Knights of Columbus Hall on March 19. The goal of the first annual event was \$10,000 — a goal that was met and exceeded, with more than \$35,000 raised. The event was sponsored by Children's Hospital, along with the St. Baldrick's Foundation, a nonprofit organization dedicated to raising money for promising research to find cures for childhood cancer.

Top photo: Kenneth Rall, MD, chair of the School of Medicine's Department of Radiology, examines his new look after his head was shaved.

Bottom photo: The "Buzz Killers" team exceeded their fundraising goal of \$2,000. Team members, left to right, included Ryan Matthews, a medical student and an organizer of the event; her friend, Andrew Green; and husband Walker Matthews.



before



after

Service Excellence Heroes

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



Andrea Dothage, a clinical dietitian, nominated **Michael Kauffman**, a cook, and **University Hospital's patient kitchen and diet office staff** for their attention to a patient with specific demands.

"This patient is extremely well-read and has very strong convictions on nutrition and what he will and won't eat," Dothage said. "He has started eating eggs, but not just any eggs, they have to be 'juicy.' He is known to order multiple eggs at a time and, if cooked right, will eat them all and ask for more.

"I followed up with the patient and asked how he was doing with his eating," she said. "He first mentioned that he knew Michael was working today and that he would take good care of him. He then became teary-eyed when he tried to express his appreciation to everyone downstairs for taking such good care of such a 'difficult person.'

"Things like listening to our patients, allowing extra eggs and trying to cook them just right can make all the difference," Dothage said.

Geri Pederson, RN, a staff nurse, nominated **Eric Yount, RN**, a staff nurse, for his efforts during a record-setting blizzard in February 2011. Pederson and Yount work in University Hospital's Cardiac Catheterization Lab. For four days, Yount picked up and drove a group of four cath lab members who were covering cardiac emergencies to a local hotel or home.

At the end of the week, an elderly woman who suffered a heart attack after trying to shovel her driveway was brought into the Cardiac Catheterization Lab.

"She had a successful intervention, and at the completion of the procedure, Eric entered the room and very seriously asked the patient her address so he could go to her home and shovel her driveway," Pederson said. "Her neighbors took care of it during their wait for the ambulance, but I know for certain he would have finished the job for her."



The University Physicians-Fairview Internal Medicine Clinic, Lynn Keplinger, MD, a physician and medical director of the clinic, and **Beth Bernt**, assistant manager of the clinic, were nominated for their exceptional patient- and family-centered care regarding language access.



"This clinic is the primary care provider of choice for many of the several hundred refugee arrivals in this area during the last few years," said Grace Vega, coordinator of language services for University of Missouri Health Care.

"The clinic staff has adapted to communication challenges by ensuring that they are ready to

provide appropriate language access through every available method, including on-site interpreters, phone interpreting and telehealth interpreting," Vega said. "They have set up in-service training for attending and resident physicians and have made adjustments to clinic schedules to allow more time for consultations with patients."

Vega said the staff also uses translation services for follow-up phone calls and letters to patients.



Chris Meler, an administrative assistant, nominated **Ellis Fischel Cancer Center's radiation oncology staff**.

She mentioned the staff's patient service representatives, therapists, nurses and doctors, and behind-the-scenes staff in physics and dosimetry. She noted that staff took on additional patients for a week and a half while a machine at another cancer clinic was being upgraded.

"There were pre-planning meetings to discuss logistics, treatment data to be transferred from one facility to another, complicated scheduling issues for patient simulation and treatment," Meler said. "Everyone willingly adjusted their daily work schedule to accommodate the patients and provided excellent patient care to more than 40 patients per day. This was an unusually busy time that was handled with professionalism and demonstrated dedication to our patients and the department."

CHILDREN'S HOSPITAL AND UNIVERSITY HOSPITAL

"Our family has had three interactions with University of Missouri Health Care in the last few months.

"First, our grandson was born at Women's and Children's Hospital in December. His birth was wonderful. The obstetrics residents were fantastic. And, of course, Dr. Randall Floyd, the attending physician, was wonderful beyond words. Wonderful care in labor and delivery, nursery and floor. I cannot commend these people enough.

"Second, our granddaughter was recently hospitalized at Women's and Children's Hospital. Wonderful care again. Dr. Ted Groshong is the best. Our granddaughter didn't want to leave. Dr. Bernard Eskridge is great!"

"Third, my husband recently had his gallbladder removed. Dr. Jeffrey Coughenour was great, Day of Surgery-Adult (DOSA) nurses were great, 7 West was great, and the food was wonderful. Dr. James Koller, his primary care doctor, is the best!

"To be honest, I would not take my family to any other hospital. And I work here and see it at the bare bones!"

Debbie Ritchie, Sturgeon

CHILDREN'S HOSPITAL

"I just want to say that Dr. Michael Gardner and Norma Bisans, a patient service representative at the pediatric developmental specialty clinic, are awesome. We arrived late for an appointment and were given special attention to get in anyway.

"Dr. Gardner gave us an exceptional experience that was not rushed. He assessed Caleb's need and was very personable and attentive to him with an 'embarrassing' exam. Able to get the job done and a from-the-belly laugh from Caleb!

"For Mom and Dad, Dr. Gardner provided college-level information for us to fully understand the issue and make decisions for the best course of action. Fears were allayed and we were brought into the delivery of medical service as teammates.

"It takes a special someone to have the depth of knowledge he has and be able to engage the end user with such dignity and compassion. We are the richer for the experience. Thank you, friends!"

Tim Peterson, Fulton

UNIVERSITY HOSPITAL

"I have always known that University Hospital and Clinics are the best. After spending so much time here with the staff, this place is amazing. I can never express how wonderful absolutely everyone has been. Our family has been so blessed to not have a lot of sickness, and when this happened we were all just devastated.

"Everyone is so friendly and kind. We have been treated with such overwhelming kindness from 'hello' by the staff to all the information spoken in a language we can understand. Thank you."

Family of Karl Neumann, Cypress, Texas

"I have always known that University Hospital and Clinics are the best. After spending so much time here with the staff, this place is amazing. I can never express how wonderful absolutely everyone has been."

UNIVERSITY HOSPITAL

"My lifelong friend, Dr. J. Ross Fleetwood, received truly superior care for a very critical condition from Dr. Ajit Tharakan and his team at your hospital. I want to thank Dr. Tharakan, his staff, the cardiac intensive care unit (CICU) personnel, the adult step-down unit personnel and MU hospital management for the excellent care and courtesy given my friend, his family, his visitors and me.

"Your job performance was truly outstanding in every way. From the superior attention to hygiene by washing hands before every contact, to the prompt resolution and unhurried explanation of every complicated detail of his care, your performance was textbook on how to run a great hospital.

"Everyone showed us they really cared and were completely committed to making our stay as successful, seamless and pleasant as a hospital stay for a difficult illness could be. I hope you will please convey our gratitude to the many personnel who did their jobs so beautifully.

Scott Orr, Columbia

ELLIS FISCHER CANCER CENTER & UNIVERSITY HOSPITAL

"I was born at University Hospital in 1968. I have been a lifelong patient of University of Missouri Health Care. I also had my two children here. At any time, any reason, I have always felt right at home here.

"My mother, Rachel Fainter, recently was diagnosed with bladder cancer, and all the family could do was cry and think the worst until we met the most wonderful doctor, Dr. Stephen Weinstein, and his crew. He talked to us all about Mom and what she needed to do and her chances of beating this. So, Dr. Weinstein and Mom got started right away with chemo, surgery and the Good Lord with them both.

"Well, six months later, Mom is free from cancer and coming home in a day and has never looked better. The whole staff could not have been better. My family never wanted for anything. I love University of Missouri Health Care."

Alberta Wells, Moberly

'Our hearts go out

The evening of May 22, 2011, will be noted in history books for the devastating tornado that destroyed one-third of Joplin, Mo., killing more than 150 individuals and displacing thousands of residents. The storm damaged one of Joplin's two community hospitals, St. John's Regional Medical Center, where staff evacuated 183 patients. Three MU Health Care employees who work at Missouri Rehabilitation Center in Mount Vernon lost their homes and vehicles as a result of the tornado.

Joplin, a city of approximately 50,000 people, is located in southwestern Missouri, near the borders of Oklahoma, Kansas and Arkansas. It is about 230 miles southwest of Columbia and 35 miles west of Mount Vernon, where Missouri Rehabilitation Center is located.

Within hours of the storm, University of Missouri Health Care sent two ambulances from Columbia to Joplin. The crew of four included Kevin Carmack, ambulance supervisor, Lori Ferguson, emergency medical technician, Nick McGavock, paramedic, and Eric Mills, assistant manager of ambulance services.

"I want to thank everyone who has volunteered to assist with the tornado relief efforts in Joplin," said Roger Higginbotham, interim director of support services for MU Health Care. "We have all been watching this unfold on television, and it is truly heartbreaking. Recovery efforts will be ongoing for quite some time."

"Our hearts go out to our coworkers and everyone in Joplin whose lives were changed so drastically," said Steve Patterson, executive director of Missouri Rehabilitation Center.

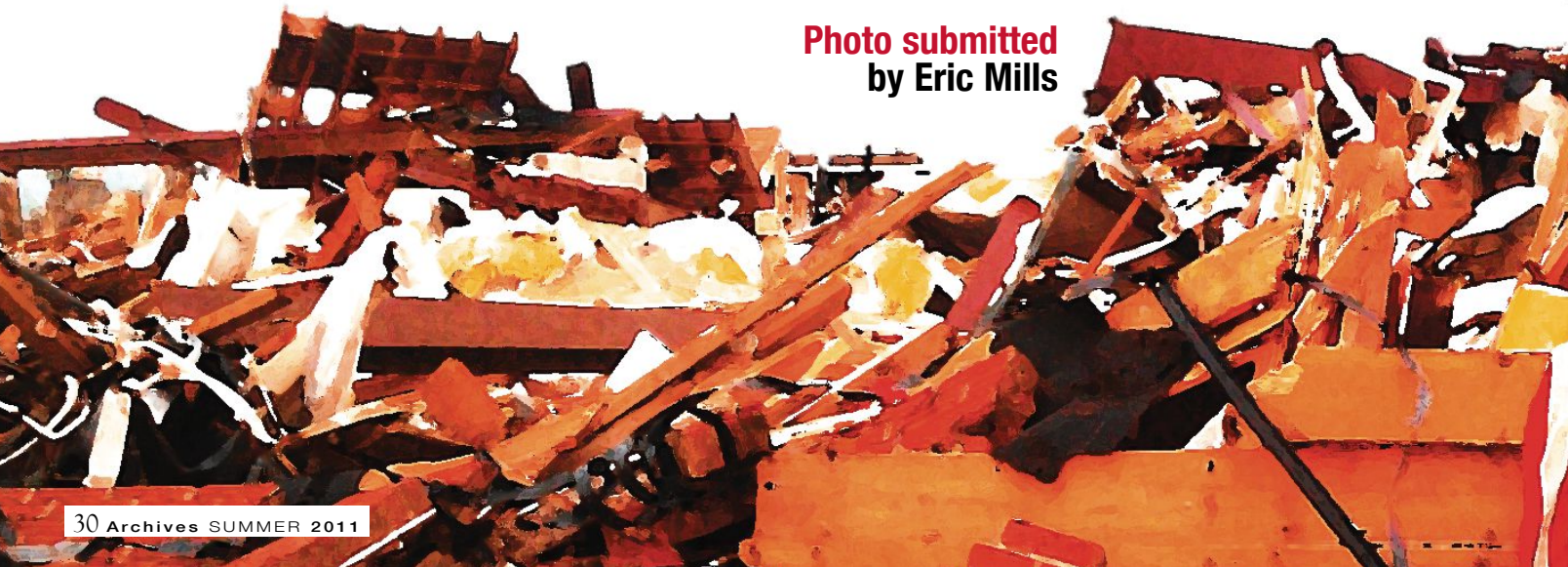
Patterson spent the first two days after the tornado helping emergency workers with search, rescue and recovery efforts. Eric Snow, PT, a physical therapist at MRC, also helped in the first critical days. Eddie Racicot, MRC's fire and safety officer, and David Thiessen, associate director of support services, coordinated communication efforts at the center, keeping in phone contact with emergency medical services members throughout the state, the MRC administrative council, MRC staff and MU leaders.

"Officials were discouraging people who weren't certified rescuers or medical personnel from volunteering in the immediate aftermath," said John Bennett, manager of business development at MRC. "Initially, they didn't want volunteers in the damaged areas because it was so dangerous. Several gas lines were broken and power lines were down. There were so many volunteers in the days following the storm that several people waited two hours or more to get an assignment."



Responding to Joplin within hours of a devastating tornado were ambulance crew members Eric Mills, Kevin Carmack, Nick McGavock and Lori Ferguson.

**Photo submitted
by Eric Mills**



to our coworkers'

by **Velvet Hasner**

In the days after the tornado, Higginbotham's team kept in regular communication with state and local emergency management agencies, as well the Missouri Hospital Association. He said MU Health Care offered resources, including two trailers stocked with medical supplies, to aid the disaster-response effort. However, the area was so overwhelmed with resources and volunteers from closer areas that the supplies from MU Health Care were not needed.

"It was difficult for our employees to see on TV what was going on and not to do something," Higginbotham said. "That's why we were happy to be able to work with local agencies to host blood and food drives."

The staff at MRC pitched in at their workplace to help their colleagues whose homes were destroyed. Employees held fundraisers, including a "jeans day" where staff paid to wear jeans to work and a bake sale. Staff members also donated clothing to meet their coworkers' immediate needs. MRC leaders offered the use of their cottages, normally used for lodging families of patients and students, to the employees without homes.

Employees throughout the MU Health System pitched in by donating money, blood, food and nonperishable items. MU Health Care worked with the Columbia-based Food Bank for Central and Northeast Missouri to host food drives, placing collection bins throughout our facilities. The American Red Cross sponsored blood drives at University Hospital and Women's and Children's Hospital.

While most patients were admitted to hospitals near Joplin, eight patients had been admitted to University Hospital in Columbia as of May 31. Nearly a week after the tornado, Freeman Health System in Joplin requested critical care nurses from throughout Missouri to help the hospital's strained nursing staff care for patients from May 28 to June 2. Ten nurses from University of Missouri Health Care responded to the call.

"I was very impressed by so many heroes and all the medical, nursing, EMS, firefighters, first responders and various volunteers who came from all around to help those in need," Patterson said. "What incredible individuals! One really realizes what is important in life after something like this."

Help for HEROs

The Missouri Hospital Association (MHA) Center for Education, a charitable organization affiliated with the MHA, has created the Hospital Employee Relief Operation (HERO) fund to receive contributions and distribute money to employees of hospitals in areas affected by recent natural disasters in Missouri.

This year's devastating tornados and floods highlight the special needs of hospital employees affected by disasters. Funds will benefit full- or part-time Missouri hospital employees who have been significantly affected by this year's disasters and who live in one of the Federal Emergency Management Agency (FEMA)-designated counties.

In June, MU Health Care donated \$10,000 to the HERO fund. **To donate, please visit <https://www.mhanet.com/herofund/>.**





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