

Winter 2011-2012

# Archives

UNIVERSITY OF MISSOURI HEALTH SYSTEM



## GAME ON!

How Stephen Barnes, MD, and our trauma center staff saved Vince Elrod

plus

**122 PEOPLE TO EMULATE**  
Our role model colleagues  
(Page 24)

**NOW THAT'S DEDICATION!**  
See who's been here  
35 and 40 years (Page 9)

**DIVERSITY MATTERS**  
A team approach to reflect a multicultural Missouri (Page 22)



# LOOKING BACK ...

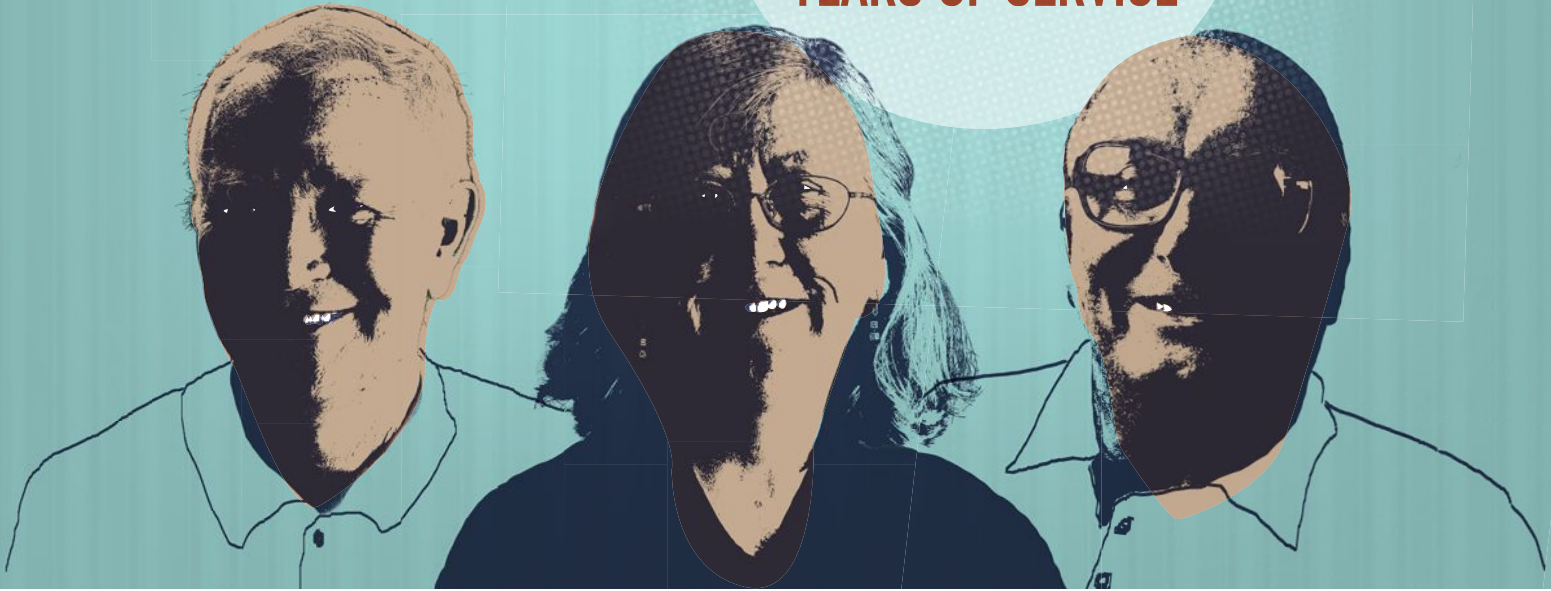
# 9

*Dianna Russell, William Krause and Ruben Hakimi reminisce on their past four decades at MU Health Care. Check out our honor roll to see who you recognize.*

# HONOR ROLL



## YEARS OF SERVICE



# 24



# 30



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

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## Check out My MU Health!

In December 2011, we introduced our employee intranet, My MU Health, at <https://www.mymuhealth.org>. Here you'll find links to web mail, the latest cafeteria menus and our new classified ads section for employees. While you're at the site, check today's temperature, answer our quick poll question and read the latest news.

**On the cover:** Stephen Barnes, MD, is no match for Vincent Elrod of Atlanta, Mo. The teen wins 21 to 10 in Mizzou Arena, only four months after several life-threatening injuries brought him to our E.R.





**HOW OUR TEAM BROUGHT A 16-YEAR-OLD BACK TO LIFE AND HELPED HIM RETURN TO THE SPORT HE LOVES**





# REBOUNDED

## after tragedy

**L**iliane Elrod's eyes tear up as she watches her son streak across the basketball court. Vince darts around his opponent's legs, shoes squeaking, basketball thumping the hard wood, then he jumps and sinks a layup shot with a swoosh.

"I am amazed at how quickly he has healed," Liliane said.

Only four months ago, Liliane learned the devastating prognosis: Her son had less than a five percent chance of survival as a result of multiple life-threatening injuries.

"When Vincent arrived at our trauma center, he was being given CPR as they took him off the helicopter," said trauma surgeon Stephen Barnes, MD. "He was near death due to a liver injury and ongoing bleeding that required emergency surgery, both of his lungs were collapsed, and his aorta had been cut in half. But patients like Vincent are the reason we are here and do what we do."

On the morning of March 18, the Atlanta, Mo., teen was on his way to Columbia with his best friend to watch a state high

school basketball playoff game. The two crossed Highway 63 to pick up another friend on their way to the tournament. Perhaps the boys didn't see the oncoming vehicle due to a slight dip in the road — no one really knows for sure — but their car pulled out onto the road in front of it.

Vincent's best friend did not survive the accident. Near death himself, Vince was flown by helicopter to University Hospital's Frank L. Mitchell Jr., MD, Trauma Center.

His list of injuries included seven broken ribs, a broken sternum, a severely fractured pelvis and a traumatic brain injury.

### 'WHY WE HAVE LEVEL I TRAUMA CENTERS'

Vince's lifesaving treatment began by paramedics en route to the hospital and continued at University Hospital's Frank L. Mitchell Jr., MD, Trauma Center.

In July 2011, the trauma center received a three-year re-verification by the American College of Surgeons (ACS) as a Level I trauma center, the highest national recognition a trauma center can receive. University Hospital's trauma center is one of only three Level I trauma centers in Missouri verified by the ACS' Committee on Trauma.

"University of Missouri Health Care and the entire staff at University Hospital have made a significant commitment to provide patients with the highest level of trauma care at a moment's notice," said James Kessel, MD, medical director of University Hospital's trauma center. "We are proud to be recognized among the elite trauma centers in the country who have achieved Level I status, and we are proud of the life-saving care we provide to residents of Missouri."

The verification means that University Hospital is equipped around-the-clock for the most serious types of injuries in patients of all ages — injuries like those of 16-year-old Vince. He underwent six operations, including minimally invasive aortic, thoracic and pelvic reconstructive surgery. The trauma team used a leading-edge resuscitation protocol born on the battlefields of Iraq and Afghanistan to help control Vince's bleeding. In all, he received 70 units of transfused blood. He spent three weeks in University Hospital's surgical intensive care unit (SICU).

"This kid is amazing," Barnes said. "He is why we have Level I trauma centers. With these types of severe injuries there is a need to engage several surgeons from various departments to treat the patient."

Carol Nierling, RN, MSN, trauma program manager, said the hospital is ready 24-7

**"WHEN VINCENT ARRIVED AT OUR TRAUMA CENTER, HE WAS BEING GIVEN CPR AS THEY TOOK HIM OFF THE HELICOPTER," Barnes said. "HE WAS NEAR DEATH DUE TO A LIVER INJURY THAT REQUIRED EMERGENCY SURGERY, BOTH OF HIS LUNGS WERE COLLAPSED, AND HIS AORTA HAD BEEN CUT IN HALF. BUT PATIENTS LIKE VINCENT ARE THE REASON WE ARE HERE AND DO WHAT WE DO."**





for Level I trauma patients. Reporting to University Hospital's Emergency Room for every Level I trauma are surgeons who specialize in trauma, neurosurgery and orthopaedics, emergency medicine physicians, anesthesiologists and nurses.

"The more critically injured you are, the more important time is," Nierling said. "Being a Level I trauma center is not one, two or even three people. It's an entire team trained to respond quickly and all working together. We couldn't be a trauma center without the people in radiology, the O.R., the blood bank, anesthesiology, emergency room, nursing, CT or the pre-hospital people like paramedics."

"One of the really neat things is when you see all of these people coming together and a patient like Vincent has a great outcome," Nierling said. "There were so many opportunities for Vincent to not do well — he had so many severe injuries — but everyone came together, knew their roles and performed their roles well."

### Coming full circle

In April, Vince left University Hospital and spent more than two weeks undergoing occupational, speech and physical rehabilitation at Rusk Rehabilitation Center.

Jane Ann Emerson, MD, a physician and assistant professor of physical medicine and rehabilitation, oversaw Vince's rehabilitation at Rusk.

"We had an excellent team working with Vince to help him recover, but Vince worked really hard himself," Emerson said.

Vince was discharged home with a walker at the end of April. He finished his sophomore year of high school in Atlanta, Mo. By July, he had ditched his walker and was back to playing basketball with his friends. Besides a slight scar on his forehead, Liliane said she notices no difference in her son between now and before the accident. He has returned to his quiet and athletic self.

"I feel good," he said. "I've very thankful."

Now a junior in high school, Vince will return to his high school's Hornets basketball team in the upcoming season. He plans to attend college, but he's not sure which college or what field he wants to pursue.

"I tell him he needs to decide," Liliane chides. "But all he ever wants to do is play basketball. That's all he and his friends ever do or talk about. Basketball, basketball, basketball."

But, Liliane admits, she is so thankful to have him back in the game.

Severed aorta

2 collapsed lungs

7 broken ribs

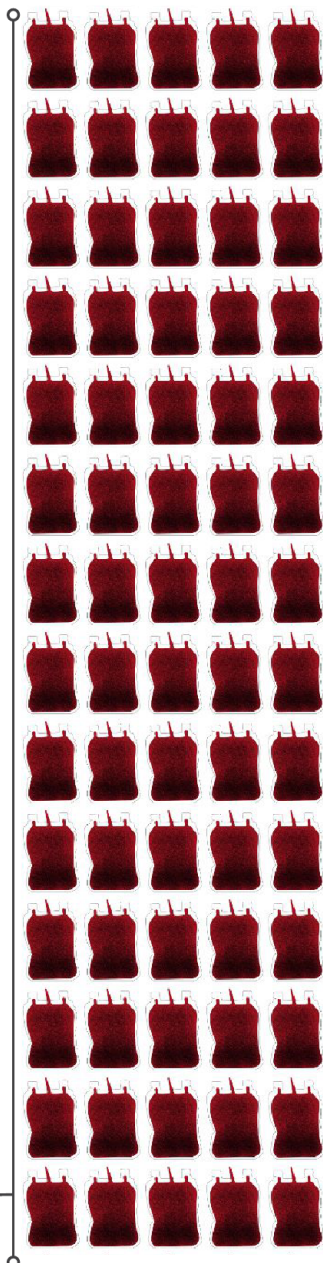
Severely fractured pelvis

**PUTTING  
VINCE BACK  
TOGETHER**





**“THEY GAVE ME MY BABY BOY BACK,”  
says Liliane Elrod, Vince’s mother.  
“I CANNOT THANK THEM ENOUGH.  
THERE ARE NO WORDS THAT CAN  
EXPRESS THE GRATITUDE I FEEL.”**



**THE MAN  
BEHIND  
THE NAME**

The trauma center at University Hospital is named in honor of Frank L. Mitchell Jr., a founding father of trauma medicine. He was instrumental in establishing MU Health Care’s ambulance and helicopter services and training paramedics throughout the state. To read about Mitchell’s life-saving legacy, please visit [www.muhealth.org/trauma](http://www.muhealth.org/trauma).

*Ready for the unexpected*

Traumatic accidents don’t always happen on busy interstate highways — especially in farm-filled rural Missouri. James Kessel, MD, medical director of University Hospital’s trauma center, recognizes this and has worked tirelessly to improve rural trauma medicine. Learn more about Kessel in the “Good Neighbor” section on **page 34**.



# America's MOST WIRED®

***Our hospitals and clinics are receiving national attention in the health information technology arena, only two years after the University of Missouri formed the Tiger Institute for Health Innovation.***

University of Missouri Health Care was recognized as one of the nation's "Most Wired" hospitals in the 2011 Most Wired Survey released in the July issue of Hospitals & Health Networks magazine.

The survey recognizes the top 100 hospitals in the country that are making progress in the adoption of health information technology. Other hospitals on the list? The Mayo Clinic in Rochester, Minn., Yale-New Haven Hospital in New Haven, Conn., and Emory Healthcare in Atlanta, to name a few. You can see the full list and read about what sets these 100 hospitals apart from others at [www.hhnmostwired.com](http://www.hhnmostwired.com).

University of Missouri Health Care is the only health care organization in mid-Missouri and one of only five hospitals in the state to receive the "Most Wired" distinction.

"The 'Most Wired' award validates our commitment to patient safety and the delivery of high-quality care to our patients," said Jim Ross, chief executive officer. "This award recognizes our belief that information technology is vital to improving the health care needs of our patients."

The "Most Wired" award follows MU Health Care's recognition for achieving Stage 6 of the Electronic Medical Record (EMR) Adoption Model. In May, Healthcare Information and Management Systems Society (HIMSS) Analytics, a national company that evaluates hospitals' progress in implementing electronic medical records, announced that MU Health Care had reached the Stage 6 milestone on a scale of 0-7 in our transition from all-paper to all-electronic patient records.

"Our recent recognition as a Most Wired health care organization and as reaching Stage 6 of the EMR Adoption Model let our patients know that they are receiving care at one of the most technologically advanced hospitals in the country," said Joanne Burns, chief information officer at MU Health Care.

Through the Tiger Institute for Health Innovation, a partnership with Cerner Corporation, MU Health Care is advancing technology to provide patients with the highest standards in safety and quality of care. The implementation of new information technology services such as a computerized provider order entry (CPOE) system and electronic medication administration record are positioning MU Health Care as a regional and national leader in providing an electronic health record for patients.

In its 13th year, the Hospitals & Health Networks' Most Wired Survey annually asks hospitals and health systems nationwide to answer questions regarding their IT initiatives. Every hospital in the U.S. is invited to participate in the survey.



For the full story on America's most wired hospitals, check out the July issue of Hospital & Health Networks magazine at [www.hhnmostwired.com](http://www.hhnmostwired.com).



### ***See the big picture***

Watch a video about the MU Health Care and Tiger Institute for Health Innovation partnership at [www.muhealth.org/2011MostWiredHospital](http://www.muhealth.org/2011MostWiredHospital).







# The year was 1971.

Disco was in. Americans watched new episodes of Mary Tyler Moore. “Love Story” played on the silver screen. Kids asked Santa to bring them Etch-A-Sketches and Malibu Barbies. And four employees started their careers for the University of Missouri Health System. A lot has changed since then, but all four remain dedicated.

In the following pages, check out pictures (and even a few old photos) of our 40-year employees and 35-year employees. See how many people you know who have worked here for 30, 25, 20, 15 or 10 years, and join us in congratulating our long-time employees on their service.\*

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





years of service



**Ruben Hakimi**

Principal programmer  
analyst in Radiology

*"I really enjoy doing programming. I was one of six programmers hired to work on a grant-funded project in 1971. After the grant ended, the hospital section hired me to stay on and maintain that program. I worked in radiology for 25 years. Then I went to ITS and I was there for 10 to 12 years, before returning to radiology. I have worked for five different chairpersons in radiology. They have treated me well and I hope they'd think I treated them well."*



**William Krause** PhD

Professor of Pathology and  
Anatomical Sciences

*"I've served here for 40 years because I enjoy working with students, and I like the University of Missouri and the community of Columbia. The biggest changes since 1971 are better facilities and work environment. The wonderful faculty and great students haven't changed. The only advice I'd give other employees is to love what you have chosen to do."*



**Dianna Russell** LPN

Staff nurse at the Missouri  
Orthopaedic Institute

*"I've never felt the need to leave in 40 years. When I wanted a change, I would transfer to another department. I've floated to most nursing areas within University Hospital."*

*"The most important change I've noticed is the status of the hospital in the community. We have gone from being the state university hospital to a top-notch facility in the state."*

**NOT PICTURED John Thiessen, Plant Engineering**



years of service

**Debi Ball**, Radiopharmaceutical  
Sciences Institute

**John Bernhardt**, Labs

**Jimmy Bonuchi**, Plant Engineering

**Brenda Campbell**, Center for Reproductive  
Science and Technology

**Tammy Ellebracht**, Orthopaedic Surgery

**Bert Howard**, Patient Care Services

**Debra Jones**, Clinical Support Services

**Nancy Jones**, University Hospital's 6 West

**Judy Lincoln**, Housekeeping

**Dana Newell**, Clinic Administration

**Dinh Nguyen**, Internal Medicine –  
Nephrology

**Randy Pendleton**, Missouri Rehabilitation  
Center (MRC) Accounting

**C. Lin Puckett**, Plastic Surgery

**Greg Renner**, Otolaryngology –  
Head and Neck Surgery

**Connie Simmons**, Sterile Processing

**Roger Snellen**, Facilities







years of service

**Lois Baskett**, School of Nursing (SON)

**Marilyn Beeson**, Social Services

**Shirley Breedlove**, Linen and Sewing

**Cody Buscher**, University Hospital's  
Surgical Intensive Care Unit (SICU)

**Bill Caldwell**, Pathology and Anatomical  
Sciences and Ellis Fischel Cancer Center

**Paul Corson**, University Hospital Pharmacy

**Greg Flaker**, Internal Medicine – Cardiology

**Deborah Harvey**, Finance

**Neil Hockley**, Respiratory Therapy

**Thomas Hurley**, Medical Pharmacology  
and Physiology

**Lorraine Lanman**, Surgery  
Administration

**Roberta Luebbering**, Women's and  
Children's Hospital (WCH)

**Mark McIntosh**, Molecular Microbiology  
and Immunology

**Cindy Miller**, Labs

**Michael Misfeldt**, Molecular Microbiology  
and Immunology

**Ann Nadler**, Student Health Services

**Mary Powell**, Antepartum and  
Postpartum Unit

**Mary Reams**, Internal Medicine  
Administration

**Tracy Roberts**, Internal Medicine  
Administration

**Pamela Rowden**, Surgery Services

**Donald Scharlott**, University Hospital  
Pharmacy

**Doris Shoemaker**, Biochemistry

**Martha Ann Smith**, Pediatric Services

**Martha Straatman**, Adult Medicine  
Services

**Ruth Sypes**, Child Health Administration

**Ceresa Ward**, Human Resources

**Eugene Wear**, Plant Engineering

**Kenneth Weider**, Plant Engineering

**Joyce Williams**, Radiology

**Patsy Yingling**, Cardiac Intensive Care  
Unit (CICU)

**Mary Zacher**, Respiratory Therapy



years of service

**Jayne Ackert**, Labor and Delivery

**Alice Ahlersmeyer**, Pediatric Services

**Catherine Ashbaugh**, Transplant Services

**Kathy Belew**, Internal Medicine –  
Cardiology

**Karen Bennett**, Molecular Microbiology  
and Immunology

**Randy Brown**, Plant Engineering

**Casey Camp**, Radiology

**Leland Carrington**, MRC Dietary Services

**Pat Carter**, Plant Engineering

**Deborah Chance**, Molecular Microbiology  
and Immunology

**Vicki Conn**, SON

**Margaret Deaver**, CICU

**Bonnie Dillon**, Adult Step-down Unit

**Don Dilse**, Plant Engineering

**Robert Fisher**, Anesthesiology  
and Perioperative Medicine

### *Brenda Campbell*

Administrative assistant  
for the Center for  
Reproductive Science  
and Technology



*"I've enjoyed my job because the  
research pursued by the Center  
for Reproductive Science and  
Technology has been interesting,  
unusual, and the focus was  
helping to solve an international  
medical and veterinary issue.*

*"Through the years I noticed  
many changes in how  
administrative duties are  
performed, such as using  
PeopleSoft."*

**Randy Frahm**, CICU

**Elizabeth Garrett**, Family and  
Community Medicine

**Nancy Gay**, Surgery Services

**Donald Gerlach**, School of Medicine (SOM)  
Dean's Office

**Donna Green**, Environmental Services

**Stephen Halenda**, Medical Pharmacology  
and Physiology

**Michael Head**, Respiratory Therapy  
at MRC

**Paula Heaviland**, Internal Medicine  
Administration

**Susan Henry Schwendinger**, Antepartum  
and Postpartum Unit

**Terry Hessenkemper**, Pediatric Services

**Kimberly Hoffman**, SOM Dean's Office

**Ann Hughes**, Surgery Services

**Donna Jenkins**, Otolaryngology –  
Head and Neck Surgery

**Martin Katz**, Ophthalmology

**Joyce Mast**, Biochemistry

**Myra McCoig**, Clinical Support Services

**Linda McDaniel**, Psychiatry

**Dale Melloway**, Internal Medicine  
Administration

**Mark Milanick**, Medical Pharmacology  
and Physiology

**Anna Myers**, MRC Physical Therapy

**Theresa Nation**, Cardiovascular Lab

**Betty Nikodim**, Clinical Support Services

**Ollie Nowlin**, Professional Coding  
and Revenue

**Martha Oconnor**, Labs

**Helen Oser**, Ellis Fischel Clinics

**Judith Price**, Child Health

**Kathy Richardson**, Public Relations  
and Marketing

**Cynthia Russell**, SON

**Robert Schoebinger**,  
Supply Distribution

**Julie Smallwood**, Adult Step-down Unit

**Donald Stephens**, Plant Engineering

**Lori Tebbe**, CICU

**Jennifer Tenholder**, Surgery Services

**Beth Van Hove**, Chief of Staff's Office



**Jovita Ainsworth**, University Hospital's 5 West

**Catherine Allevan**, MOI

**Bonita Baer**, Case Management

**JoEllen Bazat**, Accounting

**Parvin Behrouzi**, Orthopaedic Surgery

**Diane Bernard**, Missouri Psychiatric Center

**Jane Bostick**, SON

**Mark Brekke**, Radiology

**Julie Brown**, Missouri Kidney Program

**Karen Broz**, Center for Education and Development

**Catherine Cardin**, Physical Therapy

**Cynthia Davidson**, Family and Community Medicine

**Tina Davis**, Patient Financial Services

**Susan Deutscher**, Biochemistry

**Barbara Drechsel**, Patient Care Services

**Mary Eagen**, The Staff for Life helicopter service

**Ed Ege**, University Hospital's Pharmacy

**Lauren Elliott**, Internal Medicine – Pulmonary and Environmental Medicine

**Harold Enyard**, Environmental Services

**Florence Fagbemi**, Antepartum and Postpartum Unit

**Susan Felten**, Family and Community Medicine

**Connie Fenton**, Children's Hospital Support

**Lindy Ford**, Hematology and Oncology

**Edna Green**, Ophthalmology

**Sherri Green**, Staffing Support Services

**David Hammond**, Supply Distribution

**Jackie Hendren**, Obstetrics, Gynecology and Women's Health

**Debbie Heuer**, Clinical Neurophysiology and Endoscopy

**Pamela Jeans**, Medical Records

**Joseph Johnson**, Staffing Support Services

**Jerold Kempf**, Plant Engineering

**Cindy Keneipp**, Staff Health at Women's and Children's Hospital

**William Kennedy**, Ellis Fischel Radiation Therapy

**Michael Linthacum**, 5 West

**William Logan**, Ellis Fischel Radiation Therapy

**William Martin**, Nuclear Medicine

**Linda Meek**, Pathology and Anatomical Sciences

**Doris Miller**, Child Health Administration

**Moonmoon Mitra**, Pathology and Anatomical Sciences

**Debra Palis**, University Physicians-Green Meadows Family Medicine Clinic

**Joyce Pfaff**, SHP

**Denise Pinkerton**, Clinic Administration

**Thomas Quinn**, Biochemistry

**Kenneth Rall**, Radiology

**Donna Reeves**, CICU

**Danita Rife**, Children's Hospital Support

**Debbie Robertson**, Staff Health

**Jacqueline Ruplinger**, Family and Community Medicine

**William Rybak**, Plant Engineering

**James Schumacher**, Dining and Nutrition Services

**Clifford Selkoe**, Staffing Support Services

**Daniel Smith**, 5 West

**Pam Smith**, Pediatrics

**Janet Swindell**, SHP

**Curtis Thomas**, Pediatrics

**Karl Thomas**, Labs

**Susan Todd**, Physical Medicine and Rehabilitation

**Susan Vollrath**, Electrocardiology

**Angela Waller**, Ellis Fischel's Ambulatory Infusion Unit (AIU)

**Carol Ward**, Pathology and Anatomical Sciences

**David Weston**, Mail Room

**Troy Weston**, Respiratory Therapy

**Gina White**, Surgery-Urology

**Betty Wilson**, 5 West

**Douglas Woodruff**, Transport Services

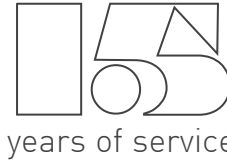
**Kim Woods**, Professional Coding and Revenue

**Cecelia Wylde**, Labs

**John Yanos**, Emergency Medicine

**Karen Wingert**, SHP

**James Dejong**, SHP



**Kathleen Adams**, Registration

**Patricia Alafaireet**, Health Management and Informatics

**Fran Alvarez**, Patient Financial Services

**Kim Austin**, Pharmacy

**Karen Barnes**, Environmental Services

**Virginia Barnes**, Dining and Nutrition Services



**Randy Pendleton**

Chief clerk in accounting at the Missouri Rehabilitation Center

*"Thirty-five years ago, accounting was done manually on punch cards and taken to Springfield for processing. Now everything is done by computer. There's one on every desk."*

*"The name of our hospital, Missouri Rehabilitation Center, has changed over the years, but we've been at the same location since we opened our doors in 1907. We still take really, really good care of our patients at MRC."*



## *Greg Renner, MD*

Physician and professor in the Department of Otolaryngology – Head and Neck Surgery

35  
years

*"I get so much from working with and getting to know each patient. I enjoy the challenge of doing a wide range of oncologic and reconstructive surgeries of the head and neck in an academic setting. It is very satisfying to work with and teach residents and medical students in the course of managing a very busy clinical practice. I enjoy a very wonderful collaborative and multidisciplinary practice with many different nurses and physicians."*



*"I did not originally intend to be an academic physician, but I was asked by my mentors, Drs. William Davis and Jerry Templer, to consider working here or at least 'try it for a year.' I found that I really enjoy the complexity of practice and the camaraderie of mentors and residents I can help teach and enjoy as close friends."*

**Catherine Barrow**, Occupational Therapy

**Cynthia Bassett**, Obstetrics, Gynecology and Women's Health

**Elizabeth Bates**, Physical Medicine and Rehabilitation

**David Beck**, Psychiatry

**Susan Becklenberg**, SOM Business and Finance

**John Bennett**, MRC Administration

**Delite Bielicke**, MRC Admissions

**Timothy Brown**, Electrocardiology

**Yvonne Buchheit**, Respiratory Therapy

**Sharon Busken**, University Physicians-Callaway

**Dana Byers**, Missouri Psychiatric Center (MUPC) Administration

**Courtney Camp**, Radiology

**Jana Clark**, Molecular Microbiology and Immunology

**Susan Clark**, Finance

**Paula Cliburn**, Transport Services

**Lisa Cook**, Radiology

**Terri Cordova**, MRC Physical Therapy

**Robin Cornelison**, Family and Community Medicine

**David Cravens**, Family and Community Medicine

**Tommy Darter**, Plant Engineering

**Melissa Delap**, Pediatric Services

**Laurel Despina**, Medical and Neurosurgical Intensive Care Unit (MNSICU)

**Susan Dickerson**, Patient Financial Services

**Kathleen Donovan Hanson**, SOM Dean's Office

**Deborah Finfgeld**, SON

**Benjamin Francisco**, Child Health-Pulmonary

**Candace Garb**, Health Management and Informatics

**Kyle Gibson**, SHP's Physical Therapy

**Alisa Glass**, Radiology

**Jacklyn Griffen**, CICU

**Sarah Grueber**, Infection Control

**Dean Hainsworth**, Ophthalmology

**Deborah Hamilton**, Ellis Fischel's Oncology Unit

**Pamela Hays**, Student Health Services

**William Hoffert**, Cardiovascular Lab

**Robert Ingram**, Surgery Administration

**Helen Jankowski**, Nursing Administration

**Thomas Johnson**, Environmental Services

**Eric Karl**, Plant Engineering

## *Bert Howard*

Office support staff member in the Department of Patient Care Services

35  
years

*"The best part of my job is contact with people. I've chosen to stay here for 35 years because of MU Health Care's association with the University of Missouri. Computerization is the biggest change I've noticed since I began working here. The one thing that has not changed is that deadlines still have to be met."*

**Joseph Kellenberger**, Ellis Fischel Clinics

**Olga Kenzior**, Biochemistry

**James Kinworthy**, Security

**James Koller**, General Internal Medicine

**Mosbah Kreimid**, MRC

**Raelyn Laboube**, Clinic Administration

**Lori Lancaster**, Labs

**Sheila Langlotz**, Pediatric Services

**Melissa Larew**, Supply Distribution

**Merideth Lehman**, Children's Hospital Services

**Sheila Leonard**, Environmental Services

**Jane Lewis**, MRC Materials Management

**Pam Lindsey**, Surgery Clinic

**Jeff Marlow**, Surgery Services

**Cathy Marshall**, Missouri OB/GYN Associates Clinic

**Erin McGaha**, Clinic Administration

**Jamie McGeorge**, Patient Financial Services

**Kristen Meade**, Sourcing and Supply Chain

**Madhukar Misra**, Internal Medicine – Nephrology

**Brenda Mize**, Radiology

**Donna Moore**, University Physicians-Callaway

**Linda Moss**, Neurology

**Philip Neff**, SOM

15 years continued ...

**Karen Nichols**, Dining and Nutrition Services  
**Dawn Nunez**, Ellis Fischel Administration  
**Shellee Nunnally**, Business Development  
**Kim Palade**, MRC Accounting  
**Delilah Pennington**, SON  
**Teresa Phillips**, University Physicians Managed Care  
**Rebecca Plovanich**, Radiology  
**Mike Powell**, Quality and Risk Management  
**Mike Quinata**, Internal Medicine Administration  
**Jana Rhodes**, MOI Orthopaedic Clinic



**Jimmy Bonuchi**  
Electrician for  
Plant Engineering

*"I currently am responsible for the nurse call system, which has to work the first time, every time. It is nice to know that my work has been of service to others, especially our guests, the patients. Our patients have varied needs, and through the nurse call system they can get those needs met. I know for a fact that my working here this long has saved patient lives.*

*"One of the reasons for my longevity is because Engineering Services has a lot of top-notch employees. My coworkers are professionals at what they do, and I have enjoyed working with them."*

**Holly Richards**, Ophthalmology  
**Brad Ricketts**, Surgery Services  
**Angela Ritter**, University Hospital's Burn Intensive Care Unit (BICU)  
**Charles Roller**, Clinical Engineering  
**Donna Rosbach**, MNSICU  
**Donna Rouse Luebbert**, Professional Coding and Revenue  
**Craig Scott**, Respiratory Therapy  
**Marjorie Scott**, Registration  
**Laqueta Smith-Bentley**, Surgery Services  
**William Smith**, Respiratory Therapy  
**Eric Stracke**, Student Health Services  
**Nicole Takahashi**, Child Health-Genetics  
**Patricia Tew**, SHP's Cardiopulmonary and Diagnostic Sciences  
**Phyllis Thomas**, University Physicians-Green Meadows Family Medicine Clinic  
**Pat Thompson**, Clinic Administration  
**Sherry Thompson**, University Physicians-Smiley Lane Family Medicine Clinic  
**Chuck Victor**, Child Health Administration  
**Cynthia Walker**, Emergency Services  
**Margaret Wang**, Child Health-General and Ambulatory  
**Marti Weiseman**, Medical Records  
**Leann Welsh**, Internal Medicine Administration  
**Linda Wilks**, Vocational Rehabilitation  
**Edward Williams**, Cardiovascular Lab  
**Nichole Wilson**, Orthopaedic Surgery  
**Deidre Wipke Tevis**, SON  
**Annamarie Wolfe-Boyd**, Neurology  
**Tracy Wright**, University Physicians-Woodrail Internal Medicine Clinic  
**Eris Zagar**, Internal Medicine-Hematology and Oncology  
**Susan Zorsch**, Ellis Fischel Administration



years of service

**Tanya Aldridge**, Revenue Cycle Quality and Training  
**Gregory Alexander**, SON

**C Lin Puckett, MD**

Professor of surgery and chief of the Division of Plastic and Reconstructive Surgery

*"It has been an honor and a privilege to practice and teach plastic surgery. People have heard me say many times that my work is not only rewarding but fun. The rest of the statement is, 'if you are not having fun, you are not doing it right.' But practicing and teaching plastic surgery in this academic environment has been 10 times the fun.*

**Douglas Anthony**, Pathology and Anatomical Sciences

**Najdat Atallah**, Missouri Rehabilitation Physicians

**Barbara Baer**, Orthopaedics

**Bruce Baker**, Plant Engineering Maintenance

**Barbara Bank**, Surgery Services

**Patricia Banks**, MOI Orthopaedic Clinic

**Lynne Barron**, University Physicians Managed Care

**Kristie Baumgartner**, University Physicians Payment Services

**Mark Beall**, SOM Business and Finance

**Margaret Beaston**, Adult Medicine Services

**Matthew Bechtold**, Internal Medicine-Gastroenterology

**Rita Benton**, University Physicians-Green Meadows Family Medicine Clinic





*“I enjoy the people I work with in our division and throughout the hospital and clinics, especially our residents and our patients, with many whom we have established long-lasting relationships. Even on the most difficult day at work, there is always something good to note and appreciate.”*

**Daniela Bichianu**, Child Health-Neonatology

**Bobbie Bilderback**, Health Management and Informatics

**Veci Billings**, Plastic Surgery

**Danielle Blakemore**, Staffing Support Services

**Loretta Bowerman**, Nursing Services

**Dara Bradley**, Cardiovascular Lab

**Joanne Brandkamp**, Biochemistry

**Frances Briggs**, Women’s and Children’s Hospital ICU and CCU

**Richard Brizzolara**, Plant Engineering

**Marybeth Brown**, SHP Physical Therapy

**Monty Brown**, Plant Engineering

**Mona Brownfield**, Cooper County Memorial Hospital

**Kevin Burch**, Occupational Therapy

**Mark J Burton**, Radiology

**Sheri Byers**, Child Health – Neurology

**Belinda Calvin**, Patient Financial Services

**Donald Cameron**, Respiratory Therapy

**Amy Camp**, Business Development

**Carrie Cannaday Adams**, University Physicians-Green Meadows Family Medicine Clinic

**Connie Carr**, MRC Accounting

**Deborah Carr**, Ellis Fischel Oncology Unit

**Erin Cerneka**, Neonatal Intensive Care Unit (NICU)

**Brooke Colbert**, Child Health

**Nancy Cole**, Health Management and Informatics

**Crystal Cook**, Family and Community Medicine

**Gregory Cook**, Child Health Administration

**Connie Creason**, Student Health Services

**Debra Denham**, Telemedicine

**Marcia Dennis**, WCH Social Services

**Rajiv Dhand**, Internal Medicine – Pulmonary and Environmental Medicine

**Donald Doll**, Internal Medicine – Hematology and Oncology

**Matthew Donaldson**, Radiology

**Michael Eaton**, University Hospital Pharmacy

**Dorothy Eberhart**, Adult Medicine Services

**Kathleen Edwards**, Revenue Cycle Quality and Training

**Beth Eiken**, Acute Care Surgery

**Cheryl Elbert**, MRC Dietary Services

**Linda Elliott**, Registration

**Tyrone Enyart**, Plant Engineering

**Kevin Everett**, Family and Community Medicine

**Joseph Fagiolo**, Missouri Kidney Program

**Robin Fenical**, Dining and Nutrition Services

**Marcia Flesner**, SON

**Tamara Garcia**, Ophthalmology

**Heather Gerlach**, University Physicians Payment Services

**Steven Gilbert**, Housekeeping

**David Gilbreth**, Respiratory Therapy

**Diana Graham**, Housekeeping

**Elizabeth Gras**, University Physicians-Green Meadows Family Medicine Clinic

**June Hagan**, MRC Nursing Services

**Martha Hamilton**, Outpatient Procedure Unit

**Trisha Hander**, Radiology

**Jessica Hardy**, Human Resources

**Jane Hart**, Cardiovascular Lab

**Amanda Hatfield**, University Physicians Managed Care

**Michelle Hayes**, NICU

**Ecaterina Hdeib**, SHP Cardiopulmonary and Diagnostic Sciences

**Linda Heinrich**, Student Health Services

**Rodney Henderson**, Transport Services

**Patricia Hendrix**, MRC Radiology

**Douglas Hennen**, Respiratory Therapy

**Laura Henzel**, Surgery Services

**Laura Hesemann**, Internal Medicine

**Jennifer Higgins**, Cardiovascular Lab

**Anita Hill**, MRC Dietary Services

**Sherry Hoesch**, WCH Pharmacy



**1978**

*William Krause*

PATHOLOGY AND ANATOMICAL SCIENCES

**Jason Holly**, Pathology and Anatomical Sciences

**Virginia Hosseini**, University Physicians-Woodrail Internal Medicine Clinic

**Angela Hough**, MRC Dietary Services

**Michael Hughes**, Orthopaedic Surgery

**Sharon Ivy**, Nuclear Medicine

**Robert Jackson**, Ambulance Service

**Sultana Jahan**, Psychiatry

**Donna Jessee**, Adult Medicine Services

**Peggy Jobe**, NICU

**Tracy Jones**, Urology

**Naresh Khatri**, Health Management and Informatics

**Jessica Kimberling**, MRC Nursing Services

**Tamy Kimbrough**, Nursing Administration

**Barbara Klund**, Neurosurgery

**Joan Kollenberg**, University Hospital's 4 East

**James Konstanzer**, MRC Dietary Services

**Jeffrey Krug**, SHP Physical Therapy

**Andrea Kuensting**, CICU

**Robin Kummerfeld**, SICU

**Wing Lai**, Biochemistry

**Donna Lampe**, Food and Nutrition Services

**Jamie Langbart**, Staffing Support Services

**Brenda Lee**, Health Management and Informatics

**Jeff Legg**, Managed Care Contracting

**Don Liu**, Ophthalmology

**Mariette Lombardo**, Student Health Services

**Marcy Maddox**, Registration

**Gayla Maier**, Nursing Services

**Connie Marquez-Alvarez**, SOM Business and Finance

**William Martin**, SOM Administration

**Pamela Matheny**, Dermatology

**Kimberly Matthews**, Internal Medicine – Endocrinology

**Betsy McKinzie**, Neurology

**Angela Melloway**, Child Health – Endocrinology

**Gail Meyers**, Hemodialysis Unit

**Catherine Miller**, University Physicians-Green Meadows Family Medicine Clinic

**Susan Miller**, MNSICU

**Talley Miller**, Medical Records

**Mistie Mills**, Obstetrics, Gynecology and Women's Health

**John Mirtz**, Decision and Reporting Support

**Mary Misfeldt**, Transplant Services

**Shamita Misra**, Family and Community Medicine

**David Moore**, Plant Engineering

**Velma Moore**, Nursing Services

**Cora Mullett**, General Pediatrics

**Cristin Mumma**, Marketing

**Rachel Mutrux**, Telemedicine

**Nancy Myers**, Child Health Clinic

**Prudence Myers**, Patient Financial Services

**Henda Nabli**, Obstetrics, Gynecology and Women's Health

**Susan Nagel**, Obstetrics, Gynecology and Women's Health

**Kimberly Nelson**, Dining and Nutrition Services

**Mary Nielson**, Patient Financial Services

**Nichole Nolasco**, Corporate Compliance

**Kristy Olson**, Nuclear Medicine

**Deana Ott**, Psychiatry

**Derrick Padilla**, Housekeeping

**Lisa Paige**, Medical Records

**Vicky Parcel**, Cardiovascular Lab

**Nicholas Paretsky**, Housekeeping

**Adam Patterson**, Radiology

**Gail Pautz**, University Physicians-Callaway Family Medicine Clinic

**Vanessa Perry**, WCH Adolescent Unit

**Carisa Petris**, Ophthalmology

**Kimberly Pieper**, Human Resources

**Jennie Popkes-Johnson**, Surgery Services

**Christy Porter**, Medicine Clinic

**Dale Powers**, SOM Development

**Evan Prost**, SHP Physical Therapy

**Dianna Pue**, Children's Hospital Services

**John Quint**, CICU

**Jennifer Rachow**, Medical Education

**Edward Racicot**, MRC Support Services

**Kim Raines**, SON

**Anuradha Rajagopalan**, Child Health – General and Ambulatory

**Venkataraman Ramachandran**, General Surgery

**Mark Reedy**, Medical Records

**Christina Remlinger**, Radiology

**Susan Rippey**, Cardiology Outreach

**Cyndi Roberts**, WCH

**Candy Ross**, Obstetrics, Gynecology and Women's Health

**Carolyn Savoy**, Ophthalmology



### *Debra Jones*

Senior secretary for Risk Management

*"This hospital is my second home, and I truly enjoy my office family. I started at the hospital in 1979 in hospital administration. I enjoy the variety of my duties, working with Myra McCoig for 21 years, and the interaction of working with the Office of Clinical Effectiveness, our legal counsel and our outside attorneys.*

*"I agree with many others who say how amazed we are with the changing technology and also all the building renovations over the years."*



- Mary Ann Scheneman**, SHP  
Communication Science and Disorders
- Brenda Shiveley**, Environmental Services
- Neal Sidebottom**, Staff for Life  
helicopter service
- Carol Siem**, SON
- Sue Sinele**, Ellis Fischel Cancer Screening
- Angie Sloop**, SHP Health Psychology
- Matt Smith**, Orthopaedic Surgery
- Pamela Smith**, SON
- Chetan Soni**, Ophthalmology
- Kathy Starke**, Surgical Intensive Care Unit
- Jamie Steuerwald**, Patient Financial  
Services
- Diana Stout**, Pathology and  
Anatomical Sciences
- Jelan Sultan**, Molecular Microbiology  
and Immunology
- Beth Summers**, Orthopaedic Surgery
- Richard Tayloe**, SON
- Rhonda Thacker**, Labs
- Janet Turnbull**, Ellis Fischel Administration



**35**  
years

*Roger Snellen*

Health facilities architect  
for the University of  
Missouri Health System

*"Since I began working here, I've seen a 10-fold increase in the size of our health care facilities from about 300,000 square feet to 3 million square feet.*

*"The best part of my job is seeing improvements in the patient care environment that I have helped create or coordinate. I feel that my work benefits patients who are in a stressful situation as well as staff. It is very important that the architecture is not an obstacle to good health care, and, where possible, the architecture enhances the experience."*

- Cynthia Twenter**, University Physicians-  
Green Meadows Family Medicine Clinic
- Kusai Umran**, MRC
- Margaret Van Loo**, Ellis Fischel Cancer  
Screening Services
- Dale Vaslow**, Radiology
- Stacy Wagovich**, SHP Communication  
Science and Disorders
- Robin Walden**, University Physicians-  
Jefferson City Dermatology Clinic
- Shirley Walters**, MU Area Health  
Education Center (AHEC)
- Andrew Webb**, Transplant Services
- Stephen Weinstein**, Urology
- Kala West**, MOI
- Carolyn Williams**, Child Health  
Administration
- Casey Williams**, Family and  
Community Medicine
- Edie Williams**, Outpatient Procedure Unit
- Leike Xie**, Ophthalmology
- Christy Yancey**, Ellis Fischel Ambulatory  
Infusion Unit
- Habib Zaghouani**, Molecular Microbiology  
and Immunology



MAGIC *Etch A Sketch*® SCREEN

TAMMY ELLEBRACHT 35 YEARS  
EXECUTIVE STAFF ASSISTANT IN FAMILY AND COMMUNITY MEDICINE

*"I very much enjoy the people I work with and there's a great atmosphere in the department. I've just enjoyed this arena. The benefits are good.*

*"I worked for 20 years in general internal medicine. My boss moved on, and I decided to try something different. I've worked in urology, orthopaedic trauma and general surgery. When I started with the university, I started at University Hall in the finance office. Then I went to the vet school and then general internal medicine. There are opportunities if you want to pursue something new."*





How MU Health Care

*the Patient*

is transforming

*Experience*

our culture of care

by Colin Planalp



# *In April 2010, on the verge of dying as his aorta was ripping apart, Kelly Coleman was flown to University Hospital by the Staff for Life Helicopter Service.*

Coleman remembers looking out the windows of the helicopter as it rushed over Sedalia and the woodlands surrounding his town, toward University Hospital in Columbia. Afraid he wouldn't survive, he thought, "I'm going to miss all of this."

Upon his arrival at the hospital, Emergency Department staff rushed him off the helicopter even before the blades stopped turning. Soon, he was in the operating room with cardiothoracic surgeon Ajit Tharakan, MD, who spent more than 13 hours repairing Coleman's aorta. Coleman had 37 blood transfusions during the procedure. Afterward, he spent 10 days in the cardiac intensive care unit, recovering from his life-threatening experience.

"During my time in the hospital, the care was perfect," Coleman said. "I could tell they genuinely cared about me as a person and that I made it through. They were intent on every word I said. It was like I was a family member."

After the physicians and staff of University Hospital saved his life, Coleman was determined to find a way to thank them. When he was asked to join University of Missouri Health Care's Patient and Family Advisory Council a few months later, Coleman viewed the opportunity as a chance to repay his debt.

The council is a group of hardworking volunteers dedicated to helping improve the experience of MU Health Care patients and their family

members. Coleman and his colleagues on the council serve as expert advisors, helping tailor everything MU Health Care does to the needs of our patients. After all, who knows better than actual patients and their loved ones?

"I feel like the council is a good thing because you make sure to get the patient's viewpoint," Coleman said. "Everyone here cares so much about their patients, but there are certain times when a patient has a different perspective."

## **Boosting Patient Satisfaction**

In 2010, MU Health Care embarked on an ambitious plan to improve the patient experience inside our hospitals and clinics. It's not an easy task. Being in the hospital can be a stressful and scary experience. Patients are sick or injured in an unfamiliar environment. They are depending on the kindness and expertise of strangers to make them feel better, and sometimes to save their lives. Their family members aren't in an enviable position either, worried about their loved ones and feeling powerless to help them.

"When we set out to improve patient satisfaction, we realized we needed to transform the focus of everything we do," said Sue Kopfle, MBA, MU Health Care's chief human resources officer. "From the way we deliver meals to how we provide medications — at every step, we need to look at what is best for our patients and their family

members. We call that focus 'patient- and-family-centered care.'"

One of the key components of MU Health Care's emphasis on patient- and family-centered care is the employee incentive program. Leaders have made improving patient satisfaction scores a top priority, and the incentive program was created to help unify everyone at MU Health Care in pursuit of that goal.

For fiscal year 2011, from July 2010 to June 2011, MU Health Care set two goals: If staff raised patient satisfaction scores from an average of 88 points to 90 points and the health system met a financial target of \$31 million, employees would receive an \$800 incentive payment.

To help meet the patient satisfaction goal, MU Health Care has taken numerous approaches. The Patient and Family Advisory Council is one, along with other committees that look at other aspects of the patient experience, such as way-finding and navigating the admission and discharge processes. One vital piece of the emphasis on patient satisfaction is training.

Within weeks of the incentive program's debut, staff from the Center for Education and Development (CED) trained thousands of staff members from dozens of departments throughout the organization. Employees learned best practices for customer service, tips for building rapport with patients and how to address family members' concerns



*“During my time in the hospital, the care was perfect, I could tell they genuinely cared about me as a person and that I made it through.”*

*Kelly Coleman of Sedalia*

— all tailored to the person’s job. The CED also has created online training videos for employees to watch as a quick refresher course on patient satisfaction techniques.

In 12 months, MU Health Care raised our average patient satisfaction scores from 88 to 89 points. The improvement was so stark that the people who surveyed our patients and tabulated the scores had to double check their numbers to make sure they were correct, Kopfle said.

“We’ve made incredible progress over the past year,” she said. “Unfortunately, we couldn’t pay the bonus because we didn’t quite make our goal. We have to keep up the momentum, though, to aim for this year’s incentive goal.”

For fiscal year 2012 — from July 1, 2011, to June 30, 2012 — leaders set a new employee incentive program goal. The new goal is for 77 percent of patients to rate MU Health Care as a 9 or 10 on a scale from 0 to 10. Currently, 75 percent of patients rate MU Health Care as a 9 or 10.

MU Health Care is continuing to make improvements in pursuit of our goal. The Center for Education and Development has begun training physicians in ways to improve patient

satisfaction — the same training that has helped staff boost patient satisfaction. The center’s staff also will introduce a new technique for its patient satisfaction training; instead of training nurses with other nurses, therapists with other therapists and housekeepers with other housekeepers, the training will take a team approach. Nurses, therapists, housekeepers and other staff will learn how to work together as a group to give patients the best experience.

In July, the health system also began working with a new company to direct our patient satisfaction surveys. The organization, NRC Picker, sends surveys to all patients, tracking our progress toward the employee incentive goal. MU Health Care leaders chose NRC Picker to help us partly because their patient-centered philosophy matches ours and partly because of their approach to surveying patients.

“What makes our surveys special is the way we write the questions,” said Ann Alud, an account manager at NRC Picker. “We want to know how satisfied patients are with their care, but we also want to know exactly what hospitals are doing right and where you can improve.”

The new questions are more targeted. Instead of asking questions like, “how was your care,” the new surveys ask questions such as, “how often did your nurse communicate well with you?” The difference may seem small, but it’s important. If a patient tells you he wasn’t happy with his care, you don’t know what the problem was. But if he tells you that communication could be improved, you know exactly what to fix.

NRC Picker also provides proven plans designed to help managers target specific opportunities for improvement. If patients on a certain unit want better nurse communication, the plan might suggest hourly rounding when nurses can talk to patients about their progress and answer their questions.

Improving patient satisfaction depends on everyone at MU Health Care, Kopfle said. It depends not only on the nurses, physicians, physical therapists and other health professionals who care for patients, but also the housekeepers, food service workers and registration staff who work behind the scenes.

“To be successful, we need to create an environment where patients and their loved ones always know they are our top priority,” Kopfle said.



**CHILDREN'S HOSPITAL**

"Our 12-year-old son, Thomas, had appendicitis and was transferred to Women's and Children's Hospital at 9 p.m. At that time of night, you're not sure what kind of help you might encounter. Right away I knew we were going to be well taken care of because the lady who checked us in was so nice, explained everything and was very helpful.

"That same service was continued with his doctors, who included Dr. Guy Rosenschein, and our excellent nurses, Erin and Vanessa. They made sure we had whatever we needed to be comfortable. Erin and Vanessa were very good at explaining things to Thomas and were diligent in his care.

"At a very upsetting, unexpected illness, the staff was professional, quick to address our son's illness and reassuring all at the same time. We are very grateful to have this MU facility with outstanding staff."

**Laura and Nick Grathwohl, Boonville**

**MISSOURI ORTHOPAEDIC INSTITUTE**

"Stacie Huffmon was my therapist for eight treatments for shoulder problems. She was always very kind, knowledgeable and efficient. She was never in a bad mood, and she went above and beyond in being personable at each of my visits.

"One day when I mistakenly came an hour early, she accommodated me by taking me over her lunch time. As a nurse, I appreciate her kindness and professionalism."

**Lynne Jerichow, Mexico, Mo.**

**ELLIS FISCHEL CANCER CENTER**

"I had my yearly mammogram performed by Cynde Palmer. I always request her as I know she will get the job done in a professional manner. She is patient and kind and always has a big smile. She is very gentle and always asks if I am doing OK during the testing. I think the world of Cynde and she is a great asset to Ellis Fischel."

**Barbara Palladino, Columbia**

**UNIVERSITY HOSPITAL**

"This letter is to the whole hospital staff: doctors, nurses, techs, housekeepers, laundry, dietary and everyone else who works here and made it the best hospital stay I've ever had. And believe me, I've seen many because of my cancer.

"From the time I was brought in I was made to feel that I was a real person with real needs. Everyone took the time to listen and meet those needs if at all possible. They also made sure my family was taken care of as

**Tiffany Luapula, Diamond**

*"From the time I was brought in I was made to feel that I was a real person with real needs. Everyone took the time to listen and meet those needs if at all possible."*

well, being five hours from home in a strange city. We felt welcomed and cared for.

"God sends angels in many forms. You all have been one for me. Thank you."

**Tiffany Luapula, Diamond**

"Dr. Dan Schoenleber is without a doubt the best ambassador for the Mason Eye Clinic. Here is a gifted physician with genuine concern for his patients. What a blessing for the medical students! Our future doctors are in great hands. Thank you, Dr. Schoenleber, for being the doctor you are."

**Nancy Fritsch, Columbia**

"We live near Kansas City, Mo., but were at our lake cabin in Warsaw, Mo., for Memorial Day weekend. My husband, Billy, had a stroke and was taken by life flight to MU's stroke center program. I was given a card by the pilot with the phone number to the stroke emergency room so I could call to check on my husband as I was more than an hour away from the hospital.

"Before I even got to the hospital, the wonderful care had begun. Once I arrived at the hospital, my husband received the best care and I was very impressed.

"We loved the care my husband received at your facility. Thank you for caring!"

**Deanna Hufford, Orrick**

"I was a patient at MU Health Care for 17 days. During that time I was in the emergency room, trauma and surgical intensive care unit, medical and neurosurgical intensive care unit and the adult step-down unit on 4 West. During all of that time I had the most amazing care from countless doctors, nurses and therapists. Thanks for the hard work from everyone."

**Edward Gary Orscheln, Columbia**

by  
Cheri Ghan

# A CLIMATE OF CHANGE

## NEW DIVERSITY COUNCIL BEGINS JOURNEY



One of the top priorities of the University of Missouri Health System is to provide an environment that welcomes and encourages diversity. Under the direction of MU Health System Vice Chancellor Harold A. Williamson, Jr., MD, a 13-member Diversity Advisory Council has begun working on a system-wide diversity plan. The first order of business for the group is to review a health system diversity climate study and develop steps to address areas needing improvement.

"We view the diversity council's work as a permanent but continuously evolving mission," said Williamson.

The climate study was conducted by Cassandra Harper, PhD, and Jeni Hart, PhD, faculty from the MU College of

Education. Results from surveys of 3,642 individuals connected to the health system will be used to identify target areas for focus groups as recommended by the advisory council.

Laine Young Walker, MD, assistant professor of psychiatry and chief of the Division of Child and Adolescent Psychiatry, is the chair of the new advisory council. The group held its first meeting on Nov. 8. In reviewing the climate study, Young Walker says she is excited about what the future holds for the health system.

"First, it is very gratifying to have a sense that there is a real investment in this project," she said. "And we now have data, not just subjective information, for us to use when we are trying to get where we need to be. Everyone, the whole team, is ready and excited to take on the work and make an impact, pushing change in a positive way."

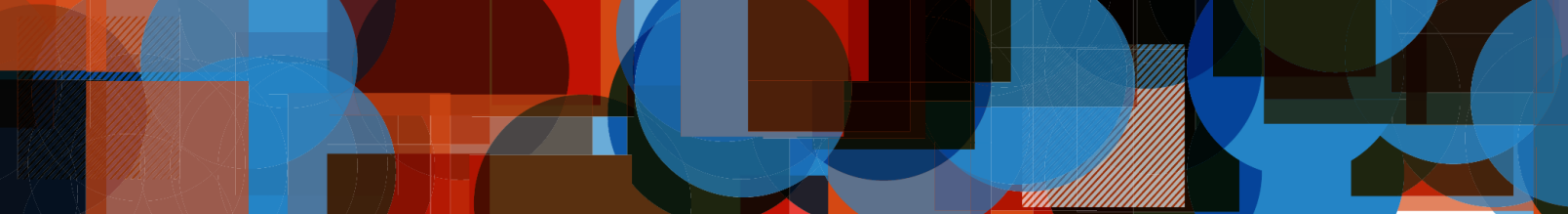
Jim Poehling, assistant vice chancellor of the health system, is helping coordinate the project. He says the depth of the advisory council, which includes nine alternate members, is its great strength. The other strength is the commitment from the staff, faculty and student stakeholders.

"People have had experiences that have left an impression on them and they want to change that climate," Poehling said. "We want to create a welcoming environment for all races, cultures and experiences."

Young Walker believes the ultimate product of the council's work will be an emotionally healthy work and learning environment.

"In an environment that values diversity the result will be more satisfied employees and patients, and students and faculty who are in an environment that supports their learning," Young Walker said.





## UNIVERSITY OF MISSOURI HEALTH SYSTEM DIVERSITY ADVISORY COUNCIL

- **LAINÉ YOUNG-WALKER, MD**, assistant professor of psychiatry and chief of the Division of Child and Adolescent Psychiatry
  - **STEVE CALLOWAY, RPH**, pharmacist for MU Health Care
  - **DAWIT DEMISSIE**, medical student
  - **DASI SCHLUP, MSW, LCSW**, social worker at Women's and Children's Hospital
  - **JIM POEHLING**, assistant vice chancellor of University of Missouri Health System
  - **LYNELLE PHILLIPS, MPH, RN**, instructor of nursing at the MU Sinclair School of Nursing
  - **J.T. GARRETT**, health care recruiter for MU Health Care
  - **CHERYL SHIGAKI, PHD**, associate professor of health psychology
  - **ANDREA SCHARNAU**, hospitality services coordinator at MU Health Care
- NOT PICTURED**
- **PATRICIA ALAFAIREET, PHD**, project director of health management and informatics
  - **RUTH CROZIER**, director of student affairs at the School of Health Professions

- **KAREN EDISON, MD**, dermatologist, director of the Center for Health Policy, medical director of the Missouri Telehealth Network and Philip C. Anderson Professor and chair of the Department of Dermatology
- **TERESA HINKLE**, medical technologist at Women's and Children's Hospital
- **NORMA JACKSON**, coordinator of MU's student diversity program

### ALTERNATES

- **DEB GREENE**, administrative associate for cardiology outreach
- **DEB HOWENSTINE, MD**, assistant professor of family and community medicine
- **STAN HUDSON, MA**, associate director of MU's Center for Health Policy
- **TRACI WILSON-KLEEKAMP**, director of diversity and outreach initiatives at the School of Medicine
- **JANE LEE, RN**, staff nurse at University Hospital's cardiac intensive care unit
- **JANE MCELROY, PHD**, assistant professor of family and community medicine
- **ROY TU'UA**, anesthesia technician
- **GRACE VEGA**, coordinator of language services at MU Health Care
- **JAN WALTMAN**, case manager for MU Health Care

## Our shining stars 2011 Role Model employees

Looking for someone to admire? University of Missouri Health Care introduced its Role Model program in 2011. More than 100 employees were honored for extraordinary work performance by their directors and our leaders at the Role Model Recognition Dinner at University Club on Nov. 14.

*"In creating this program, we wanted to develop a way to honor those employees who consistently rise to the top and are a true asset to our organization," said James H. Ross, chief executive officer of University of Missouri Health Care. "We wanted to pay tribute to these role models who are essential in our efforts to provide world-class health care every day of the year."*

### THE 122 EMPLOYEES DESIGNATED AS ROLE MODELS EACH EXCEL AS EMPLOYEES BY:

- going above and beyond the regular job
- putting our patients and their families at the center of every activity
- modeling our organization's values on a daily basis
- acting as a mentor, guide and teacher
- openly sharing information and resources
- actively promoting cooperation, understanding and teambuilding



### CONGRATULATIONS!

#### The 2011 Role Model employees are:

**Kathy Andrews**, office support staff member for supply distribution

**Lisa Anglo**, unit clerk for University Hospital's medical and neurosurgical intensive care unit (MNSICU)

**Catherine Ashbaugh**, clinical nurse specialist for transplant services

**Karen Backes, RN**, staff nurse at Children's Hospital

**Lisa Barfknecht, RN**, staff nurse for University Physicians Mohs and Dermatology Surgery clinic

**Susan Barnes, RN**, staff nurse for staffing support services

**Joyce Berger**, office support staff member in University Hospital's cardiac intensive care unit (CICU)

**Anne Bills**, executive staff assistant for hospital development

**Julie Bonnot, RN**, staff nurse in the MNSICU

**Ted Brandt**, assistant manager of Missouri OB/GYN Associates clinics

**Tama Bratton**, supervisor of outpatient services at University Physicians-Jefferson City Dermatology

**Lesli Briggs**, clinical supervisor of emergency services

**Jackie Brown**, manager of patient accounts

**Timothy Brown**, ultrasonographer for diagnostic cardiology

**Karen Broz**, coordinator of job skills and leadership training for the Center for Education and Development

**Luray Bucko**, clinical dietitian Austin Campbell, PharmD, pharmacist at University Hospital

**Rebecca Campbell**, patient services representative at University Physicians-Keene family medicine clinic

**Mindy Cherrington, RN**, CICU nursing supervisor

**Shelly Collins, RN**, operating room (O.R.) and recovery nurse for surgery

**Vince Cooper**, director of managed care and system contracting

**Tom Creamer, RN**, staff nurse in the MNSICU

**Cindy Dahms**, office support staff member for Ellis Fischel clinics

**Kevin Daly**, unit attendant for emergency services

**Jessica Elam, RN**, staff nurse in University Hospital's burn intensive care unit (BICU)

**Kerri Epperly, RN**, education nurse in University Hospital's surgical intensive care unit (SICU)

**Cindy Feutz, RN**, clinical nurse specialist for cardiology outreach

**Laverne Fisher**, supervisor of outpatient services for ophthalmology

**David Foley**, concierge for hospitality services

**Randy Frahm, RN**, nursing supervisor for the CICU

**Max Frevert**, manager for hospitality and environmental services

**Amber Frink, RN**, staff nurse for adult medicine services at University Hospital

**Pamela Garfias**, administrative associate at Ellis Fischel Cancer Center

**Ginger Gibson**, staff nurse for the CICU

**Terrie Grimes**, manager of patient admissions

**Jim Gwinner**, flight medic for The Staff for Life Helicopter Service

**Maegan Hampton**, patient services representative for internal medicine

**Lana Harlan**, pharmacist for outpatient pharmacy services

**Tracy Harlan**, pharmacy intern

**Lisa Harmon, RN**, staff nurse for emergency services

**Sandra Harryman, RN**, MNSICU supervisor

**Jewetta Head, RN**, staff nurse for the BICU

**Susan Heimsoth, RN**, education nurse in the MNSICU

**Dana Hess, RN**, staff nurse for the BICU

**Beth Heydn**, pharmacy technician at University Hospital

**Reggie Householder, RN**, staff nurse for emergency services

**Emily Hunt, RN**, staff nurse for the BICU

**Marcia Hunt, RN**, staff nurse for the MNSICU

**Kelsey Hussey, RN**, education nurse at the Missouri Orthopaedic Institute

**Lynn Idle**, manager for revenue management





Left to right: Joan Yates, Neil Trent, Joni Schupp, Linda Murdock and David Parker



Pharmacy staff members Jodie Wehrman, Lora Perkinson, Thomas Sandifer, Stephanie Lumley-Hemme, Lana Harlan, Tracy Harlan, Rosie Stauder and Neil Schmidt

**Kimberle Innes, RN**, staff nurse for IV therapy

**Helen Jankowski**, nursing informatics coordinator

**Joe Johnson, RN**, staff nurse for staffing support services

**Linda Johnson, RN, MSN**, manager of infection control

**Theresa Kellogg**, planning and budget analyst

**Michele Laas, RN**, nursing supervisor for the Staff for Life helicopter service

**Katie Lammers**, physical therapist

**Melissa Larew**, supervisor of materials management

**Jeannie Lawless, RN**, nursing supervisor in University Hospital's surgical intensive care unit (SICU)

**Stephanie Lumley-Hemme**, outpatient pharmacy manager

**Becki Martin, RN**, charge nurse for Ellis Fischel clinics

**Marjorie Matzes-Thies, MHA**, planning and project specialist for business development

**Karla McNew, RN**, nursing supervisor for Missouri OB/GYN Associates clinics

**David McSpadden, OT**, occupational therapist at the Missouri Psychiatric Center

**Kristen Meade**, manager of contract administration and value analyst

**Catherine Merrill, RN**, staff nurse for staffing support services

**Gail Meyers, RN**, staff nurse for hemodialysis

**Renee Miller, RN**, staff nurse in the MNSICU

**Michelle Morris**, service coordinator for the University Physicians-Green Meadows pediatric clinic

**Linda Murdock, RT**, senior registered respiratory therapist

**Donna Neal, RN**, nursing supervisor for the University Physicians-Green Meadows family medicine clinic

**Leslie Neal, RN**, nursing supervisor in the BICU

**Jeanette Nelson**, service coordinator for internal medicine

**Rhobonya Nickerson**, office support staff member in the BICU

**Carol Nierling, RN**, manager of trauma services at University Hospital

**Betty Nikodim**, senior methods and procedure analyst for clinical support services

**Cee Jaye Pecorak**, pharmacist

**Lora Perkinson**, pharmacist

**Donna Phillippe, RN**, nursing supervisor at the Missouri Orthopaedic Institute

**Colin Planalp**, publications coordinator in public relations

**Sonny Poe**, manager of outpatient services for respiratory therapy at the Missouri Rehabilitation Center (MRC)

**Dianna Pue**, office support staff member in pediatric services

**Tina Putnam**, assistant manager of accounting

**Cathy Renfrow**, unit clerk in Children's Hospital's pediatric intensive care unit (PICU)

**Melissa Rish**, manager of managed care contracting

**Bridgett Robbins, RN**, house manager for staffing support services

**Manda Robinson, RN**, nursing supervisor for pediatric services

**Sheri Samp**, service coordinator for ophthalmology

**Thomas Sandifer**, pharmacist

**Bob Schaal**, executive director of the Missouri Orthopaedic Institute

**Joni Schupp**, radiology assistant manager

**Sue Scott, RN**, patient safety coordinator

**Rebecca Shoot, RN**, staff nurse in the MNSICU

**Katherine Sidler**, patient service representative at the ENT and Allergy Center of Missouri

**Stacy Skeens, RN**, education nurse for University Hospital's 5 West

**Betty Smith**, decision support coordinator

**Chris Smith**, emergency preparedness coordinator

**Dan Smith, RN**, staff nurse for 5 West

**Kevin Smith**, pharmacist

**Tisha Smith, RN**, staff nurse for 5 West

**Holly Smoot**, senior management analyst for reimbursement and managed care

**Rosie Stauder**, pharmacist

**Brian Steen**, paramedic for ambulance services

**Jean Sword, RN**, surgery nurse at Women's and Children's Hospital

**David Thiessen**, associate director of support services at MRC

**Jennifer Thomas, RN**, staff nurse for emergency services

**Neil Trent**, manager of radiology

**Phil Vinyard**, assistant manager at University Physicians-Green Meadows family medicine clinic

**Susan Vollrath**, office support staff member for electrocardiology

**Angela Waller, RN**, staff nurse at Ellis Fischel's ambulatory infusion unit

**Heather Webster**, office support staff member for patient care services

**Jodie Wehrman**, pharmacist at Women's and Children's Hospital

**Dwayne Welty**, food services supervisor

**Lynn Wheeler, RN**, education nurse for medical services

**Troy Whitacre**, senior respiratory therapist

**Misty Wilkerson**, patient service representative for Missouri OB/GYN Associates

**Lisa Wilkinson, RN**, house manager for staffing support services

**Donna Winberg, RN**, staff nurse at Ellis Fischel's ambulatory infusion unit

**Donna Wiss**, reimbursement assistant for registration

**Jeralee Wolf, RN**, staff nurse for staffing support services

**Whitney Wright**, administrative assistant for therapies

**Joan Yates**, medical technologist for labs



*quality*

by Colin Planalp

SOAP

# GERM WARFARE

*How MU  
Health Care  
wages  
the fight  
against  
infection*

## “Go wash your hands!”

It's a phrase you probably heard thousands of times as a child. Wash your hands before you eat. Wash your hands after you visit the restroom. Wash your hands after blowing your nose. Wash your hands after playing with that toad. You may not have liked to hear it as a kid, but it makes Linda Johnson's heart skip a beat.

Few people know the importance of hand washing better than she does. While your parents were fighting against your missing a day of school sick in bed, Johnson's stakes are higher — keeping vulnerable hospital patients from catching life-threatening illnesses.

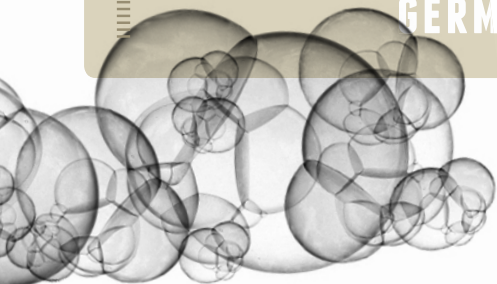
“Everyone knows that washing your hands is important, but few people know how important,” said Johnson, RN,



## LINDA'S TIPS FOR OUTSMARTING GERMS

Linda Johnson, RN, manager of University of Missouri Health Care's Infection Control Department, recommends five easy ways to battle bacteria.

- ★ *Wash your hands often.*
- ★ *Get a flu shot every year.*
- ★ *Cover coughs and sneezes with a tissue or your sleeve, not your hands.*
- ★ *Don't touch your eyes, nose or mouth.*
- ★ *Stay home when you are sick.*



manager of University of Missouri Health Care's Infection Control Department. "Hand hygiene is the most effective way to prevent the spread of disease. You can reduce your risk of catching and spreading illnesses simply by washing your hands."

Although soap and water are the cornerstones of infection prevention, keeping hospital patients healthy takes more than a bar of Ivory.

### Prevention is the best medicine

Infection prevention in a hospital is a daunting job. The world is full of illness-causing germs, and no amount of disinfectant could change that. That's not necessarily a bad thing, though, according to Gordon Christensen, MD, an infectious disease expert at MU Health Care and a member of the health system's infection control committee.

While certain places, such as a hospital operating room, need to be as free of germs as possible, the majority of germs in the world don't make people sick. In fact, some of them keep you healthy, such as the bacteria in your intestines that help you digest food.

"It's not good practice to try and kill all germs," Christiansen said. "You want to study the problems and solve those."

That is where MU Health Care's infection prevention program starts. Every month, the infection control committee — a multidisciplinary team of nurses, physicians and other experts in infection prevention — meets to review the data on every infection

reported in MU Health Care's hospitals and clinics.

Although zero infections is a laudable goal, the number of infections found in a hospital will never reach zero, Christiansen said. Even if an entire hospital were free of germs, a patient could come in for surgery already harboring bacteria and on the verge of becoming ill. The job of an infection control committee is to look for patterns. Are there three cases of pneumonia on the same unit? Do two patients with the same surgeon have similar infections? The first step of infection prevention in a hospital is detective work.

If the team finds a pattern, the next step is to find a solution and solve the problem.

### Breathing easy

During the past decade, hospitals nationwide have sought to reduce their many types of health care-associated infections. One example is ventilator-associated pneumonia. A ventilator is a piece of medical equipment used in intensive care units to help severely ill or injured patients breathe by delivering oxygen directly to their lungs. Ventilators can save lives, but an unfortunate side effect is that they make it easier for germs to reach a patient's lungs. Because ICU patients are severely sick, they are at extra risk for developing pneumonia.

To reduce the number of patients who develop ventilator-associated pneumonia, MU Health Care implemented what infection prevention experts call a "bundle."

"A bundle is a set of care recommendations based on medical

evidence to improve treatment and reduce the risk of infection," said Michael Cooperstock, MD, medical director of MU Health Care's Infection Control Department.

The bundle MU Health Care implemented included several guidelines, such as brushing a patient's teeth regularly to reduce the number of naturally occurring bacteria in the mouth, positioning the patient's bed at an angle of 30 to 45 degrees to help fluid drain away from the lungs, and evaluating every patient every day to see if he or she can be taken off the ventilator. A patient's risk of infection increases the longer he or she is on a ventilator.

Our infection efforts are showing positive results. While MU Health Care's infection rates were already well below the national average in 2003, at approximately 3 infections per 1,000 days of ventilator use, the rates have dropped even more in recent years. In 2010, the rate was approximately 1.5 infections per 1,000 days, compared to a national average of more than 4 infections per 1,000 days.

While Johnson is happy to see that many of MU Health Care's infection rates are below national averages, and she is happy to see them continue to fall, she also believes there is always room for improvement. Johnson will continue working on infection prevention, looking for new ways to lower infection rates — and always working to improve hand hygiene.

"No one goes to the hospital expecting to get sick," she said. "You go to the hospital to have doctors and nurses make you better. If just one patient develops an infection in the hospital, that is one too many."



*my job*



# TURNING THE PAGE

*A librarian  
embraces  
the digital  
revolution*

by Colin Plandl

"I'm not scared about the future of libraries," said Deb Ward.

As director of the University of Missouri's J. Otto Lottes Health Sciences Library, Ward can understand why you might think she would be nervous, though. After all, with Kindles and iPads, Google and Facebook, who has time to go to the library these days? At first blush, it's easy to think that libraries are obsolete. Ward has a secret, though.

"We have more patrons than ever," she said.

Although the number of people walking through the library doors has declined during the past decade, electronic visits to Ward's library have more than made up the difference. Each day, hundreds of faculty, students, clinicians and researchers scour the library website for a wealth of health information. Since 2000, the health sciences library website has ballooned from fewer than 5,000 hits a year to approximately 250,000.

As the library celebrates its 25th anniversary in its newest home, Ward and the other library staff marvel at how their library has changed.

During the past three decades, changes in technology have come much faster than changes to their brick-and-mortar facilities. In fact, the library began its first major renovation in October 2011. The renovation is designed to make the library better fit modern technology and the changing needs of the people who use it. It will dedicate more space to computers and study space, and it will condense the enormous first-floor book shelves into a smaller area.

By the time Ward arrived at MU, the health sciences library had already resided in its current home for a dozen years. Diane Johnson, a 31-year veteran of the library staff,





was part of the team who helped move the books, desks, journals and shelves to their new home in 1985. She remembers the way they moved the books — arranging the medical school students in a chain from the old library in University Hospital, through the hallways and medical school courtyard, and into the new building. They picked each book off its shelf, passing it from person to person until it reached the new library, where it was positioned in its proper order on a new shelf.

Walking through the three vast floors of the new building, Johnson and her colleagues couldn't imagine how they could use all 40,000 square-feet of space.

"In our old library, we couldn't even sit a single medical school class because it was so small," Johnson said. "We never thought we would ever fill this place up."

The evolution from paper and ink to computers and smartphones hasn't come with a roadmap, and the library renovations are just one example. In 1986, the health sciences library had 18 IBM personal computers — state-of-the-art for their time, complete with word processing software and dual 5-inch floppy-disk drives. Today, the library has 78 personal computers with access to infinite amounts of information, and it still needs to expand its computer lab. Few people could have predicted that change.

While the world has adjusted to technological innovations, Ward and her staff also have forged their own way into the digital millennium. When Ward came to MU in 1997, the library had just introduced its first 14 electronic journals. The library started

with oncology journals so physicians across town at Ellis Fischel Cancer Center could read them without driving to campus. The journals were introduced as a trial — no one was sure if they'd catch on. But they did. Within 10 years, the library expanded to nearly 30,000 electronic journals, and today they have more than 45,000.

The library staff are always looking for new ways to help the people they serve. Not only has the library put its journals online, but it also offers

a medical librarian in eastern Kentucky, near her hometown of Cincinnati, working for the University of Kentucky in Lexington to coordinate library services in a 20-county area for small-town hospitals.

She found the job rewarding, helping physicians and nurses who were looking for better ways to treat their patients, and she's worked in medical libraries ever since. After working in Kentucky, she traveled to Texas Tech University in Lubbock, where she managed a similar program for a 108-county area.

"I felt like an information missionary in those years," Ward said. "I thought it was one of the most rewarding things I could do — to help improve health care in rural areas."

In 2011, however, those jobs driving country roads to set up rural libraries are relics of the past. While rural hospitals and physicians still need to know the latest advances in health care, that information is distributed electronically. For example, Ward and her staff work with the Missouri Area Health Education Centers' Digital Library program to provide information on evidenced-based medicine to MU School of Medicine graduates throughout the state.

As director of MU's health sciences library, Ward oversees the library operations — from negotiating contracts with publishers to planning for the next

tech innovation to revolutionize libraries. Despite all the changes, she believes the work of a librarian is still basically the same.

"As librarians, our job is still to get people the information they need," Ward said. "All those technologies can help us and our patrons, and they are useful tools, but they can't do the job of a good reference librarian."

**Library history** 

*1873 The library was founded as a collection of medical books in the main MU campus library.*

*1903 The School of Medicine moved into a new building, McAlester Hall, where the library occupied one room.*

*1956 The health sciences library moved into the newly built University Hospital.*

*1985 The library's current home is completed in the School of Medicine atrium, and the library is named in honor of MU medical school-graduate J. Otto Lottes, who donated \$1 million worth of land to help fund the new facility.*

*2011 Renovations begin on the library's first floor.*



Text a health sciences reference librarian at **66746**.

Chat online at **library.muhealth.org**.

virtual reference-librarian services. Need to know the difference between melanoma and basal cell carcinoma? Text your question to the library with your cell phone. Having trouble finding the genetic research you need for your next paper? Chat online with a health sciences librarian.

When Ward began her career as a librarian in the 1970s, you had to travel to the library and talk to a librarian in person. She took her first job as



## Those smiling faces on I-70

You may have spotted a coworker on a billboard while driving on Interstate 70 in Columbia. Three employees — **Jamarra Liccione, RN, clinic charge nurse; Max Frevert, manager of hospitality and environmental services; and Ronda Beamer, LPN** — represent our world-class workforce at University of Missouri Health Care.



## We won the Missouri Quality Award!

Thanks to our world-class employees, physicians and volunteers, University of Missouri Health Care is a recipient of the prestigious 2011 Missouri Quality Award. James H. Ross, chief executive officer, accepted the award on behalf of University of Missouri Health Care at the Excellence in Missouri Foundation banquet Nov. 17 in Columbia. Since then, the award has been a traveling trophy, present at employee celebrations at all of our hospitals.







## Kohl's sponsors helmet-fitting event

Michele Imes, MBA, pediatric injury prevention coordinator, fits a child with a free bicycle helmet at a helmet giveaway and fitting event Sept. 23 at Women's and Children's Hospital. Thirty children up to age 14 received a free helmet and fitting. Kohl's provided the helmets through its Kohl's Safety Store at [www.muhealth.org/SafetyStore](http://www.muhealth.org/SafetyStore). Kohl's renewed its support of the Kohl's Safety Store in 2011 with a \$41,789 donation to Children's Hospital.



## Library marks milestone

Donald Lindberg, director of the National Library of Medicine and a former MU faculty member, was the guest speaker at the J. Otto Lottes Health Sciences Library's 25th anniversary celebration Sept. 28. Other speakers included Joyce Mitchell, PhD, professor of biomedical informatics at the University of Utah School of Medicine in Salt Lake City; and Mark Frisse, the Accenture Professor of Biomedical Informatics at Vanderbilt University in Nashville. The University of Missouri Health Sciences deans participated in a panel discussion moderated by Carolyn Henry, DVM, professor of oncology in the Department of Veterinary Medicine and Surgery.



## Seeing pink

The Mid-Missouri Susan G. Komen race raised \$117,519 for breast cancer programs and research. The 5K run and walk was held Sept. 18 in downtown Columbia. Ellis Fischel Cancer Center's team, "Team Ellis" raised the largest amount among the company teams.



## Walmart gift inspires ambulance design



The MU Children's Hospital mascot, T.J., poses with his friends from mid-Missouri Walmart stores and Children's Hospital's newest ambulance. The \$142,000 ambulance was fully funded through donations from 12 mid-Missouri Walmart and Sam's Club stores. John Wood and Dan McGavock, emergency medical technicians, worked with designers and engineers to custom-build the ambulance. To learn about the unique ambulance design, please visit [www.muhealth.org/news](http://www.muhealth.org/news) and type "ambulance" in the search box.



## Is that a bra?

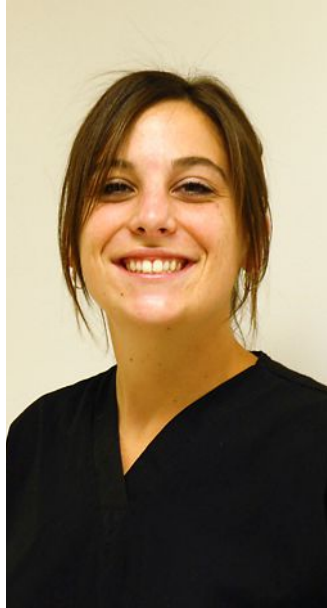
Donors check out the creative entries at Ellis Fischel Cancer Center's third annual "Artful Bra" event Oct. 5 at the Tiger Hotel in Columbia. More than 80 bras were decorated, donated and auctioned off at the reception. The event, which drew more than 200 attendees, raised \$4,000 for breast cancer patient care programs at Ellis Fischel.

## Service Excellence Heroes

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

**Michelle Jones**, a custodian, was nominated by the severe brain injury unit (SBIU) and H6 nursing teams at the Missouri Rehabilitation Center for her stellar work ethic. They cited an example of when she stayed late to complete several room changes on a busy day.

“Michelle does the work of two people all by herself and never complains,” the staff said. “Her wonderful attitude and smile is appreciated by our patients as well.”



John Force, a hospital security officer, nominated staff nurse **Tammy Richardson, RN**, for her compassion toward a grieving family at MRC.



“I later approached Tammy, believing that this was a direct family member of hers, and asked if that patient was a close friend or family member,” Force said. “Tammy, with tears in her eyes, replied, ‘No, but I was here when he was admitted.’”

“I was absolutely amazed by Tammy’s comments, actions and compassion on that day.”

Emery Brafford, supervisor of engineering, nominated his coworker, **Eddie Racicot**, security coordinator, for his quick response to a staff member’s radio call for help with a patient at the Missouri Rehabilitation Center (MRC).



“Eddie’s demeanor and ability to communicate with this individual was outstanding,” Brafford said. “He just seemed to know what to say and do.”

The sister of a patient nominated **Allen Dingerson**, a biomedical equipment technician at the Missouri Rehabilitation Center.

“Allen made me laugh and dried my tears,” she said. “I don’t know what I would have done without him.”

The patient’s sister was so touched by the kindness of Dingerson that she requested the memorials from family and friends in her brother’s name to go to MRC to provide discounted rates to families with limited resources.





## Service Excellence Heroes

To nominate a faculty member, staff member, student or volunteer for a Service Excellence Hero award, please email [serviceexcellence@health.missouri.edu](mailto:serviceexcellence@health.missouri.edu).

The daughter of a patient nominated orthopaedic staff nurse **Barrie Ensor, RN**, for the care she provided while her father recovered from a total hip replacement procedure.



“She made sure that my father and family members were informed about all aspects of his care — procedures, test results and his activities that he needed to accomplish to prepare for discharge,” she said. “It was not hard to see that Barrie is a dedicated nurse and loves taking care of her patients.”

afraid and it was easy to cooperate because he knew what he needed to do and why.

“The nurses were wonderful,” she said. “Manda and Cara took excellent care of my son, like he was their own child.

“I’m sorry for the staff I didn’t mention by name,” she said. “There were so many I met that I couldn’t remember them all but there was no one I could remember who didn’t treat us with respect and kindness.”

A patient thanked several members of her **5 West nursing team** for their skillfulness and kindness.

“**Chris O’Neil, RN**, was on top of getting my low blood sugar up to a more acceptable range,” she said. “He has strong confidence and genuine care in how he performs his duties.

“**Jennifer Konstanzer**, a nurse technician, has been so helpful and instrumental in my recovery by exuding friendliness,” she said. “I looked forward to seeing her whenever she came in to do my vitals because of her willingness to talk to me and ease my loneliness since all my family had to return to work.

“**Dondra Vasquez**, a nurse technician, has such a wonderful openness that makes a patient feel at home,” she said. “With my family gone, it is comforting to know that there is someone who will take the time to listen and speak with me.

“I was grateful for the caring skills that **Beth Crews, RN**, displayed while I was under her care,” she said. “Cate Dacey, RN, has displayed confident knowledge of care and a warm, gentle, sincere concern for my recovery and for my family’s concerns of having to leave me alone to return to work.

“**Issac Ashcraft**, a nurse technician trainee, gave me a feeling of confidence and strength that I was going to move forward each day to recovery,” she said. “Wanda Hammonds, a custodian, is such a blessing. She has prayed with me when I needed it and her treating me as a lifelong friend gave me a peacefulness that subsides my loneliness.”



The mother of a pediatric patient thanked the team that cared for her son at MU Women’s and Children’s Hospital. The team included physicians **Guy Rosenschein, MD**, an associate professor of surgery and pediatric surgeon, and **Rola Saab, MD**, an assistant professor of family and community medicine and a physician at University Physicians-Fayette Clinic.

“I have worked in the medical profession since I was 19 and have never see the quality of care and helpful attitude the staff showed here,” she said. “My son was treated like an intelligent young man and the staff explained his surgery and treatment to him rather than talking around him like so many medical teams. He was not



*good neighbor*

*You're  
more  
likely to  
die of  
trauma  
outside  
city limits.*

**JIM  
KESSEL  
WANTS  
TO FIX  
THAT.**

by COLIN PLANALP





# BEATING *the* **ODDS**

Driving home through the rain after an evening shift at her job in Fulton, Jennifer saw the deer in the road with just a split second to avoid it. She missed it, but her tires slipped on the wet asphalt, throwing her car into a ditch at 50 miles an hour. The wreck left Jennifer unconscious and severely injured, but miraculously a truck driver saw a pair of headlights in a field just 15 minutes later. He pulled over to call 911, helping get Jennifer to a hospital in time to save her life.

As medical director of University Hospital's trauma program, James Kessel, MD, has seen dozens of cases like Jennifer's — and many others when people weren't as lucky. Research shows that people who suffer traumatic injuries in rural areas face far more danger than people in cities. A person injured in a car wreck on a country road is 15 times more likely to die than someone injured in a similar accident in a city.

There are numerous reasons for that disparity. The first challenge is time, Kessel said. In an urban environment, passersby are likely to notice and report an accident immediately, ensuring quicker access to emergency response and medical treatment. In rural settings, though, an injured person can go hours before being discovered. That's a serious problem for a "time-critical diagnosis," a term used to describe heart attack, stroke and trauma — meaning that every minute lost can hurt a victim's chance for recovery and survival.

The second major challenge is resources, according to Kessel. Approximately 20 percent of the total U.S. population lives in rural areas, but only 9 percent of physicians do. That translates to a huge shortage of

doctors, including experts in trauma care. Many rural areas also lack 911 systems and professional paramedics, who are first to provide emergency care at trauma scenes. Expertise and resources can be the difference between life and death for trauma patients, Kessel explained.

members about proven best practices for treating trauma patients and saving lives.

"Their training course is excellent," said Elliot Hix, DO, director of Scotland County Hospital's Emergency Room in Memphis, Mo. "We see some horrible trauma, but we don't see it often. The

*"If my house needs new cabinets, I can read a book to learn how to build them. But chances are that mine aren't going to be as nice as a craftsman who has been building cabinets all his life. Training and experience make an incredible difference."* —JAMES KESSEL, MD

The physicians and staff of University Hospital's Frank L. Mitchell Jr., MD, Trauma Center are working to alleviate both challenges. The physicians and staff of University Hospital's trauma center use their expertise and resources — including ambulances, helicopters, trauma surgeons and emergency nurses — to save time and provide patients the best trauma care.

They also travel throughout the state to help build lifesaving resources throughout Missouri, training teams at rural hospitals with the Rural Trauma Team Development Course, a program developed by the American College of Surgeons' Committee on Trauma. The course educates physicians, nurses, paramedics and other trauma team

training helped us develop a team approach to treating trauma patients."

The training has helped Hix and his team hone the best techniques for stabilizing patients and transferring them to a hospital with greater resources for treating trauma patients, he said.

"Our hospital is in the middle of northeast Missouri," Hix said. "The nearest hospital to us is in Kirksville, and that's an hour away by ground. If we didn't have these critical access hospitals like ours, patients would have a long ground transport. Without this hospital, the only chance to stabilize the patient would be with paramedics at the scene."

# THANK YOU

TO OUR EMPLOYEES, PHYSICIANS AND  
VOLUNTEERS, WHOSE STELLAR PERFORMANCE  
AND COMMITMENT TO EXCELLENCE HAVE EARNED  
UNIVERSITY OF MISSOURI HEALTH CARE THE

## 2011 MISSOURI QUALITY AWARD



 Health Care  
*University of Missouri Health System*