Years of excellence
MU nurses honored with elite award
page 4
Dear Colleagues,

At University of Missouri Health, caring for our patients is our No. 1 priority. As a team, we are creating an environment of quality health care, research and medical education. In this way, we’re fulfilling our mission of improving the health of all people, especially Missourians.

In 2015, MU faced several controversies. Understandably, topics such as racism, freedom of speech, women’s health and abortion have generated concern and comments from alumni and friends of the university. We recognize that these and other social issues historically have been the subject of passionate political activism and debate throughout our country. And rightly so, because freedom of speech and the right to express one’s political opinions are inalienable rights upon which our country was founded.

At MU Health, we understand the importance of inclusion, diversity and civility in education, and we have a long-standing commitment to providing a positive healing environment for our patients and a positive learning environment for all students. As medical professionals, it is our job to care for all patients; moreover, as human beings, it’s our duty to respect others without exception.

In this issue of Archives, you can read about how we are dedicated to saving lives, whether that’s through clinical care, medical research or the education of tomorrow’s health providers. You can turn to page 4 to read about our nurses who have been recognized as top performers by the March of Dimes. On page 8, you can read about the Rural Track Pipeline Program, and efforts to produce physicians for underserved, rural parts of the state for more than 20 years. Or, read about the work of Show-Me ECHO on page 12, an initiative funded by the Missouri legislature to help us get patients the right care, in the right place and at the right time.

Saving lives has been our mission for more than 165 years, and thanks to your efforts, we deliver on it superbly every day. I can assure you that we remain focused on our mission and on using the recent events to learn and make improvements that ultimately benefit us all.

Sincerely,

Patrick Delafontaine, MD
Hugh E. and Sarah D. Stephenson Dean
University of Missouri School of Medicine
CONTENTS

4 Years of excellence
MU nurses honored with elite award

7 Rescue on a rural road

8 Pipeline progress
Rural Track Pipeline Program produces more than 575 physicians in 20-year history

10 Community puts best foot forward with walking challenge

12 Show-Me ECHO brings specialized care to rural Missouri
Patients get the right care, in the right place, at the right time

14 Man of many talents
Whether wrestling cancer or an opponent on the judo mat, Staveley-O’Carroll driven to succeed

16 Culture of Yes
How do you serve?

17 Letters

18 Snapshots

ON THE COVER:
University of Missouri Health is home to some of the best nurses in the state. Turn to page 4 to read about our nine nurses who have been recognized by the Missouri Chapter of the March of Dimes.

For additional copies of Archives, please contact Derek Thompson at (573) 882-3323 or by email at thompsonder@health.missouri.edu with your name, address and the number of copies you would like.
In 2012, the Missouri chapter of the March of Dimes inaugurated the Nurse of the Year Award to recognize exceptional nurses. In just four years, nine University of Missouri Health nurses have been honored with the award with at least one nurse nominated every year since 2012.

“The March of Dimes Nurse of the Year award is an opportunity to promote great work,” said Deborah Pasch, RN, executive director of University Hospital and chief nurse executive for MU Health Care. “It is won by individuals who have significantly contributed to patient care and outcomes improvement and who have worked with organizations to advance the science in their field.”

The nonprofit organization seeks to improve the health of all babies by preventing birth defects, premature birth and infant mortality. Recipients of the awards represent a diverse group of MU Health nurses, including professors, a set of twins, pediatric nurses, clinic informatics nurses, a quality risk management nurse and a surgery nurse.

“The March of Dimes Nurse of the Year awards provides a platform to recognize extraordinary nurses — men and women — from across the state of Missouri and Metro East Illinois,” said Alyssa Wolf, community director for the St. Louis Division of the Missouri chapter of the March of Dimes. “We celebrate nurses who inspire and go above and beyond to bring about change. Finalists and winners represent this elite group of nursing professionals, through their tireless dedication, compassion, commitment and kindness.”

Giving back what was given

When Heather Dennis, RN, a pediatric nurse and certified breastfeeding educator at the pediatric clinic at South Providence Medical Park, was a child, she watched as her mother battled with cancer. The first time she visited her mother at the hospital, she saw her hooked up to several tubes and devices. Feeling overwhelmed, the young Dennis had to leave the room and sit in the hallway.

“A nurse saw me sitting in the hallway and asked if I was OK,” Dennis said. “After a moment, the nurse took me back to my mother’s room and proceeded to explain...
to me what the IV was, what the machines were for and that they were to help my mother feel better. I will never forget the impact she had on me.”

This is one of the moments that motivated Dennis to pursue a career in nursing — a career which led her to be one of two MU Health Care nurses to receive the 2015 Nurse of the Year Award.

Dennis has worked at MU for 10 years and has been a nurse for 20 years. The support she received from the nurse who comforted her as a child inspires her to do the same for her patients.

“Now, I am able to help parents and children understand that we nurses are here to help them,” she said. “I feel honored to be able to impact lives in a positive way every day.”

Dennis’ 2015 win was shared with Helen Jankowski, RN, a clinical informatics nurse who won the Clinical Informatics Nurse of the Year award. Jankowski has worked at MU for 35 years and has been a nurse for 37 years.

“This award acknowledges the involvement of nurses in all aspects of technical advances we implement at MU Health Care,” Jankowski said. “It also provides awareness for the importance of informatics nurses.”

Jankowski’s favorite part of her job is working with clinicians and the Tiger Institute for Health Innovation to design, test and implement technical advances that improve care for patients.

“MU Health Care and the Tiger Institute have a progressive stance concerning technology in health care,” she said. “I am very fortunate to work with them.”

**Three times a charm**

Three nurses specializing in pediatric care, surgery and quality improvement won Nurse of the Year awards in 2014.

Lori Lampe, RN, a pediatric nurse and lactation consultant at MU Women’s and Children’s Hospital, has 21 years of experience as a board-certified lactation consultant. She has worked for MU Health Care for almost 30 years and is the full-time lactation consultant in the Breastfeeding Outpatient Clinic.

Lampe was instrumental in helping the hospital receive its Baby Friendly™ status in 2015 and in getting breast pumps provided across MU Health Care.

“Lori is a daily role model for her peers to emulate,” Pasch said. “She is compassionate, hardworking and dedicated to the patients we serve.”

Sue Scott, PhD, RN, serves as manager of patient safety and risk management, and she won in the infection control and quality risk management category. She has served in many roles during her 32 years as a nurse with MU Health Care, including working as a nurse and nurse manager in the Neonatal Intensive Care Unit, the NICU transport team and in patient safety/quality improvement.

She also is the coordinator of the forYOU team, a nationally recognized peer support program for health care workers who experience physical or emotional stress.

For Scott, becoming a nurse was the fulfillment of a childhood dream.

“Nursing is so much more than a job,” she said. “Becoming a nurse was one of the best decisions I have ever made.”

Jean Sword, RN, a staff nurse in the operating room at MU Women’s and Children’s Hospital, won in the surgical services category.

Continued on page 6
Sword serves as the nurse liaison for surgical services at the hospital. She has been an operating room nurse for 30 years, eight of which she has spent at MU Health Care. Sword keeps families informed and updated on the surgical process.

Celia Havestick, O.R. nursing supervisor, said Sword’s attitude and work ethic are truly commendable.

“I have worked with Jean for many years, and I know that there is no one more deserving of this award,” she said. “She gives of herself every day.”

Jean Sword, RN, a staff nurse in the operating room at MU Women’s and Children’s Hospital, won in the surgical services category.

Sword serves as the nurse liaison for surgical services at the hospital. She has been an operating room nurse for 30 years, eight of which she has spent at MU Health Care. Sword keeps families informed and updated on the surgical process.

“I have worked with Jean for many years, and I know that there is no one more deserving of this award,” said Celia Havestick, O.R. nursing supervisor. “She gives of herself every day.”

Born together, won together

In 2013, twins with a long history at MU Health Care won the Nurse of the Year award.

Sarah Cammack, RN, and Jennifer Hanford, RN, are sisters who both work as nurses in the NICU at Women’s and Children’s Hospital. The twin nurses were born premature and spent the first two months of their lives as patients in the NICU. Their parents, Debbie and Craig Anderson, worked in the NICU until 1985.

“Our parents also were nurses in the unit as we grew older,” Cammack said. “I do to bounce ideas off of and who really understands when I have had a bad day,” Cammack said.

Although they feel honored to have won the award, they stress that working with a great team is what made winning the award possible.

Nursing in academia

In 2012 and 2013, two professors from the Sinclair School of Nursing were honored with the Nurse of the Year award. Tina Bloom, PhD, an assistant professor of nursing at Sinclair School of Nursing and a Robert Wood Johnson Foundation Nurse Faculty Scholar, received the recognition in the category of women’s health. Her research at MU centers on intimate partner violence and how it affects pregnant women.

Bloom has been a nurse for 20 years and has been at the Sinclair School of Nursing since 2008. She became a nurse to make a difference, and she was humbled to receive the award.

“I really feel a bit sheepish about it in that I know so many incredible nurses who do inspiring work,” she said. “However, it also was such an honor, and it meant a lot to me coming from the March of Dimes, an organization that has long taken a leadership role regarding the role of domestic violence in maternal-child health, which is my area of research.”

Bloom also is working with researchers at John Hopkins University in Baltimore, Maryland, to develop an app that helps victims of intimate partner violence create safety plans to leave violent relationships or situations.

In 2013, Gregory Alexander, PhD, RN, professor in the Sinclair School of Nursing, won the Clinical Informatics Nurse of Year award. Alexander is a nationally renowned researcher on implementing information technology in nursing homes and evaluating outcomes. Alexander has been a nurse for 27 years and has worked at MU for 10 years.

He enjoys working with people and seeing their health improve, and he has furthered his interest in nursing through research and building evidence that nurses can use in practice.

“It has been a great profession for me,” Alexander said. “I have had many opportunities and have been around the world as a result of my profession. In my current role, I enjoy finding creative ways to solve problems through research and then disseminating the work. I enjoy writing and getting things published in the literature.”

Nurses who care

“The role of the nursing profession is to be present,” Pasch said. “The nurse is the individual who is readily available, quickly called upon and responds, and advocates for the patient and family on the needs observed, assessed or heard. Each health care profession certainly has an integral role in the caring for the members of our community. Nurses, however, enjoy the touch points and seeing the difference they make in the lives of others.”

Dennis, one of the 2015 winners, said nursing is a passion for her because it allows her to care for patients and families.

“Helping others is one of my greatest joys, and I am passionate about our patients, parents and co-workers,” she said. “I feel very fortunate to have a job that I love that is both challenging and enjoyable.”

---

NOMINATE A NURSE

Nominations for the 2016 March of Dimes Nurse of the Year awards opened on April 1. You can nominate a nurse by visiting www.marchofdimes.org/monoty and clicking the “Nomination Form” link. Nominations also can be made by contacting Alyssa Wolf, community director for the St. Louis Division of the Missouri chapter of the March of Dimes, at (314) 513-9960 or awolf@marchofdimes.org.
Rescue on a rural road
BY VELVET HASNER

Deer are plentiful in the countryside of Salisbury, Missouri, and one nearly cost Steve Atkinson his life in January 2015.

Beverly Atkinson was driving home with Steve, her husband, and son Garrett, 14, when a deer sprang in front of her car on Highway 5. Before she could react, Beverly’s car hit the deer and the car spun into the two-lane road’s lane of oncoming traffic. A Ford F350 truck broadsided the Atkinson family’s Volkswagen Beetle, striking the front passenger seat where Steve sat.

Local residents stopped to assist the family and called for help. Because Garrett’s injuries were not as severe as those of his parents, paramedics took him by ambulance to the nearest hospital for treatment of his broken nose. The Staff for Life Helicopter Service airlifted Steve and Beverly to University Hospital’s Frank L. Mitchell Jr., MD, Trauma Center in Columbia. More than 50 miles from the accident site, University Hospital’s trauma center is the nearest Level I trauma center, meaning that the hospital has all the necessary resources to care for the most severely injured patients 24/7.

Beverly was quickly treated and released from University Hospital. Soon she spoke with Steve’s health care team and was anxious to see her husband.

“In the very beginning when I went in to see Steve at the hospital, I didn’t think he was going to make it,” Beverly said. “As a nurse, I assessed him and thought, ‘there’s no way anyone could live through this.’”

Steve’s injuries included facial fractures, skull fractures, a deep wound to his right hip and brain and lung injuries. Surgeons performed a craniectomy procedure to decrease brain swelling and a ventriculostomy procedure, during which they drilled a hole in Steve’s skull to reduce pressure.

“The nurses were amazing at monitoring that pressure and tweaking it just right,” Beverly said. “They were so good at listening to me, also. They accommodated me. They would pull my chair up beside Steve’s bed at night and let me tuck myself in and hold his hand. It’s just amazing how they made me feel like they wanted me in that room. That was great. They didn’t have to do that.”

Steve was in University Hospital for more than two weeks but does not remember his stay. On Feb. 9, he was discharged to Rusk Rehabilitation Center, where he stayed for two weeks and worked with speech, occupational and physical therapists to recover.

Three months after the accident, Steve returned to work as the eastern district commissioner for Chariton County and a beef cattle farmer. Because Steve tires easily, family has pitched in to help with farming chores. A year after the accident, Steve’s energy level has just about returned to normal, and it continues to improve every day. He credits Stephen Barnes, MD, and the many physicians who played a role in his recovery.

“Never did I think he was going to be like my Steve before the accident,” Beverly said. “Most people either have so many handicaps from that kind of damage or they pass away. So all their interactions and everything they did in the helicopter and at the hospital saved him. I can’t thank them enough. I am so grateful for Dr. Barnes, Dr. Tanaka, all the nurses and everyone else who helped Steve.”

Steve is grateful to be home with his family and acknowledges that he had a close call.

“What can you say, other than ‘thanks’ a million times,” Steve said. “I’m really thankful for this place.”

Steve and Beverly Atkinson are living proof that trauma centers make a difference.
The vision of four University of Missouri School of Medicine leaders has culminated in 20 years of success and hundreds of doctors for rural Missouri. The School of Medicine’s Area Health Education Center Rural Track Pipeline Program recently celebrated its 20th anniversary. The program, which is designed to address the critical shortage of physicians in rural areas, has helped produce 577 physicians since its inception in 1995. At an anniversary ceremony in November, past and present School of Medicine leaders reflected on the success of the program and discussed their visions for the future.

This program has been a major accomplishment of the MU School of Medicine and demonstrates an effective partnership between an academic institution and rural community partners, leaders say. In 1995, rural track founders had a vision to create a program that would increase enrollment of rural students.

“The Bryant Scholars Program gives students the opportunity to do rotations in rural communities and experience what it’s like to practice there.”
— Shelby Emmett, Bryant Scholar

Pipeline Progress

Rural Track Pipeline Program produces more than 575 physicians in 20-year history

The vision of four University of Missouri School of Medicine leaders has culminated in 20 years of success and hundreds of doctors for rural Missouri. The School of Medicine’s Area Health Education Center Rural Track Pipeline Program recently celebrated its 20th anniversary. The program, which is designed to address the critical shortage of physicians in rural areas, has helped produce 577 physicians since its inception in 1995. At an anniversary ceremony in November, past and present School of Medicine leaders reflected on the success of the program and discussed their visions for the future.

This program has been a major accomplishment of the MU School of Medicine and demonstrates an effective partnership between an academic institution and rural community partners, leaders say. In 1995, rural track founders had a vision to create a program that would increase enrollment of rural students.

The program’s founders — Lester R. Bryant, MD, former dean of the MU School of Medicine; Harold A. Williamson Jr., MD, MSPH, former executive vice chancellor of health affairs; Weldon Webb, associate dean for Springfield clinical campus implementation, and Michael Hosokowa, EdD, professor of family and community medicine — sought to develop a program that offered rural students hands-on learning experiences that would prepare them to return to rural Missouri to practice medicine.

“We established a number of principles early on,” Williamson said. “We agreed to find the best programs in the country, emulate and surpass them. We decided that we would pick a small number of highly motivated sites and students, and create a proof of concept. Finally, we agreed that we would develop local leadership, take
advantage of local genius, and create true partnerships with community physicians, health systems, Area Health Education Centers and communities.”

Now, 20 years later, more than half of the rural-track graduates practice in rural locations. These graduates are more likely to choose a primary care specialty and twice as likely to choose family medicine as their specialty when compared to non-participants.

“We know that unless we address the issue, there will be a projected shortage of 20,400 primary care physicians by 2020,” said Kathleen Quinn, PhD, associate dean for rural health at the School of Medicine. “Our rural pipeline students are trained by community-based faculty to be excellent physicians practicing patient- and family-centered care, as well as to be leaders in Missouri’s rural communities to improve the general health of the public.”

The Rural Track Pipeline Program has four curricula and clinical programs, including a pre-admissions program for undergraduate students, a summer community program for second-year medical students, a six-month rural track clinical experience for third-year medical students and a rural track elective program for fourth-year medical students. The components are designed to create a self-renewing pipeline that produces rural physicians who then serve as community-based educators, such as Amanda Shipp, MD, a family medicine physician at Capital Region Physicians in Versailles, Missouri.

“I have been a part of the Rural Track Pipeline Program for 12 years as an undergraduate Bryant Scholar, medical student, resident and now a rural family physician, teacher and mentor to current rural track students,” Shipp said. “Rural track students often return to their hometowns or areas where they trained during medical school to help care for rural Missourians and help alleviate the physician shortage.”

James Felts, MD, medical director for the mid-Missouri AHEC in Rolla, has worked in the pipeline for 20 years. He says the goal of the program is to not only increase the number of physicians in rural areas, but to show them how to practice high-quality medicine away from the population centers of the state.

“Students work side-by-side with me during rotations,” Felts said. “They are the first to see patients, do exams and formulate plans. Then, we see the patient together and provide feedback. Patients really enjoy the attention.”

BRYANT SCHOLARS EXPANSION

One of the four programs included in the pipeline is the Bryant Scholars Pre-Admissions Program. Through the program, eligible undergraduate college students are pre-admitted to medical school at MU. The program recently expanded to all four-year universities and colleges in Missouri, allowing students from 24 additional universities to apply.

“This expansion will help keep rural students in Missouri for medical school and, ultimately, rural practice,” Quinn said.

According to Quinn, 77 percent of Bryant Scholars now practice in Missouri, and 69 percent of that group practice in rural locations.

“I applied to the Bryant Scholars Program after reading a flyer in my high school counselor’s office,” Shipp said. “I think the expansion is great. Often, rural students will choose universities closer to home. Expanding the program to all four-year universities will target more rural students who are interested in a career in medicine.”

Acceptance into the Bryant Scholars Program is based on students’ high academic achievement, interest in exploring a career in rural medicine, personal characteristics expected of quality physicians and a small-town or rural background.

“The Bryant Scholars Program not only recruits pre-med students most likely to go back to rural communities and practice, but also gives these students the opportunity to do rotations in rural communities and experience what it’s like to practice there,” said Shelby Emmett, a current Bryant Scholar and third-year medical student. “I worked with a family medicine doctor in my hometown the summer after my first year of medical school, and I am currently rotating with Dr. Felts again as a third-year student.”

Emmett said the Bryant Scholars Program gives students a preview of what medical school at MU is like before they start. Bryant Scholars are exposed to the medical school’s curriculum during their undergraduate studies, in addition to having access to medical school faculty and staff at retreats.

“There only are 104 seats available in a current MU School of Medicine class, and up to 15 of those are reserved for Bryant Scholars,” Quinn said. “Each year, MU receives 2,000 applications for medical school, so being pre-admitted into the program can be a huge benefit for students.”
After the success of the “Work Together, Walk Together” challenge in fall 2014, MU Health Care took the next step and expanded the walking challenge to the mid-Missouri community. This fall, members of the community were invited to participate in “Step Up with MU Health Care,” a walking challenge open not only to employees, but also to the community and local businesses, who organized teams with friends, family and co-workers to meet weekly step goals to earn a chance at prizes.

“Our goal is to create a culture of health for everyone in our community,” said Mitch Wasden, chief executive officer and chief operating officer of MU Health Care. “Step Up with MU Health Care was meant to engage not only health system employees, but the central Missouri community as well.”

Members of the community put their best feet forward for this year’s challenge. Last year, participating MU Health employees logged 1.5 billion steps — enough to walk around the Earth about 30 times. This year, challenge participants increased that number to 2.25 billion, enough steps to circle the globe about 45 times.

“We are always looking for activities to do companywide,” said Jake Eldredge, a department manager at Miller’s Professional Imaging in Columbia. “Miller’s is always trying things that keep people engaged and bring a little excitement to the workplace.”

Teams from community businesses, as well as MU and MU Health, were challenged to meet increasing weekly step goals. Those who met each week’s goal were entered into a weekly drawing for prizes donated by area businesses.

“We are also a very competitive group,” Eldredge said. “Any chance to claim bragging rights around the lab is welcome.”

Staff members at Rusk Rehabilitation Center found that participating in groups added motivation.

“The challenge provided motivation and a sense of community among colleagues,” said Trisha Clutts, PT, DPT, a physical therapist at Rusk. “It also promotes positive work interactions, which results in a great work environment.”

Clutts said she got involved because she loves being active and participating in group events. She served as the team captain for “The Goal Diggers.”

Clutts’ co-worker Emma Smith, a rehabilitation technician, was on “Rusk-Steppers.” Smith said being involved in the team encouraged her to increase her exercise program and burn more calories than she took in. She also added steps to her daily activities at work and at home. Smith alone walked 2 million steps during the challenge.

Teams were entered into the prize drawing if their average steps met the weekly total.
which started at 5,000 per day and increased each week to 15,000 at the end of the 11-week challenge. Smith said her team worked together to make sure they qualified each week.

“My team was very supportive, and we leaned on one another,” Smith said. “If others could not meet their goals, I would increase my steps so that we could achieve our goal. My team gave me great encouragement.”

While the main goal of the challenge was to increase physical activity throughout the community, those who participated said there were other benefits as well.

“I found myself taking a second to make a conscious decision to not have that doughnut or bag of chips,” Eldredge said. “The challenge and my FitBit app forced me to look at calories burned daily, which made me start thinking about calories consumed each day.”

Smith said she wants to keep exercise a part of her life, and challenges like “Step Up with MU Health Care” make it fun.

Clutts said she thinks the challenge can have a lasting effect on the community, as well.

“Any time our community is working on becoming healthier, there is a huge effect,” she said. “The healthier a community is — physically, mentally and emotionally — the more equipped we can be to provide a safe, happy environment to live and grow in. Challenges such as this promote overall well-being.”

That’s good news for challenge organizer Whitney Wright, practice manager for MU Health Care’s Mizzou Therapy Services.

“Although it is recommended that a person walk 10,000 steps per day, most adults walk fewer than 5,000 steps per day,” Wright said. “If we can make it fun and encourage the community to increase their steps, we can promote a healthier workforce and community.”
It’s an unfortunate reality, but one that family physicians in Missouri often face: There aren’t enough specialists to treat everyone who needs care, especially in rural and underserved communities throughout the state.

To provide expert care where and when it’s needed most, the University of Missouri’s Missouri Telehealth Network launched Show-Me ECHO. Show-Me ECHO — which stands for Extension for Community Healthcare Outcomes — gives patients access to specialty care for their complex health conditions, without having to leave their community. Show-Me ECHO was created using a process developed by the University of New Mexico to educate and train participating providers in specific conditions and care modalities.

“What if you had the expertise you needed to diagnose complex and chronic conditions for your patients right in your own clinic?” said Karen Edison, MD, medical director of the Missouri Telehealth Network and chair of the MU School of Medicine’s Department of Dermatology. “Using videoconferencing technology, Show-Me ECHO provides education, training and engagement opportunities to primary care providers for specific conditions and care modalities.

Show-Me ECHO uses videoconferencing technology to bring together physician specialists and primary care providers to collaborate in a case-based learning environment to develop advanced clinical skills and best practices. The program creates ongoing learning communities in which primary care clinicians receive support and develop the skills they need to treat six conditions: asthma, autism, chronic pain management, dermatology, endocrinology and hepatitis C.

Specialists serve as mentors and colleagues, sharing their medical knowledge and expertise with primary care clinicians. As a result, the primary care physicians provide comprehensive, best-practice care to patients with complex health conditions — right where they live.

Each of the six Show-Me ECHO clinics is led by a medical expert:

- **Chronic Pain Management ECHO** — Karl Haake, MD, chronic pain specialist with Jefferson City Medical Group
- **Derm ECHO** — Karen Edison, MD, dermatology specialist with MU Health Care
- **ECHO Autism** — Kristin Sohl, MD, autism specialist with the MU Thompson Center for Autism and Neurodevelopmental Disorders
- **ENDO ECHO** — Uzma Khan, MD, endocrinology specialist with MU Health Care
- **Hep. C ECHO** — Veyssel Tahan, MD, and Ashraf Almashhrawi, MD, hepatitis C specialists with MU Health Care
- **Impact Asthma ECHO** — Ben Francisco, PhD, and Bernard Eskridge, MD, asthma specialists with MU Health Care

**Patients get the right care, in the right place, at the right time**

**BY THE NUMBERS**

$1.5 million funded through Missouri state appropriations

Significant **COST SAVINGS** shown in MO HealthNet patients

231 CMEs **AWARDED**

84 clinic cases **COMPLETED**

894 **ATTENDEES** for all clinics

**GET INVOLVED**

Contact Rachel Mutrux, senior program director with the Missouri Telehealth Network, at (573) 884-7958 or ShowMeECHO@health.missouri.edu for more information. Visit http://ShowMeECHO.com to learn more about the program.
Understanding ECHO

In July, the Missouri Telehealth Network received $1.5 million in state appropriations to develop and launch Show-Me ECHO. Programs are being formed throughout the country, but Missouri is the first state to provide legislative support, allowing numerous ECHO programs to be offered statewide with a centralized training hub at MU.

Each ECHO clinic consists of case presentations by primary care providers and responses from the specialist team and other primary care providers, followed by an instructional presentation.

Participating primary care providers choose a patient case from their panel to bring for discussion in a de-identified format. Participants receive no-cost continuing medical education (CME) credits for their ECHO clinic time.

“ECHO trains primary care clinicians to provide specialty care services, “ said Edison, who also serves as the director of MU’s Center for Health Policy. “This means more people can get the care they need. Show-Me ECHO can save lives, save suffering and save taxpayer dollars.”

Web-based video technology is available to all participants at no cost; users just need to have a device with a camera and a microphone and a robust Internet connection.

Improved the health of Missourians

“ECHO has increased my confidence and knowledge about autism spectrum disorders, and it equipped me to better screen my patients, manage co-morbid conditions and provide my families with all the help they need prior to having confirmatory evaluation,” said Evelyn Aboagye, MD, with Mercy Clinic Pediatrics in Rolla. “To have access to a team with such expertise that is ready to help and answer my questions is an amazing experience.”

“The powerful thing about Show-Me ECHO is that it makes knowledge and specialty care accessible to everyone in Missouri,” said Rich Lillard, PsyD, with Community Health Center of Central Missouri in Jefferson City. “It offers providers knowledge and support from a team of experts and it offers patients quality, specialty-level care in the familiar setting of their primary care provider’s office.”

“The ECHO conferences are an excellent way to use Web-based learning to both discuss patient cases with multidisciplinary colleagues and learn in a lecture format various aspects of caring for chronic pain patients,” said Steven Younger, MD, with Access Family Care in Joplin.

Show-Me ECHO uses teleconferencing technology to allow providers, such as Evelyn Aboagye, MD, with Mercy Clinic Pediatrics in Rolla, to hone their skills on six chronic, costly and complex conditions.
It may be tempting to refer to Dr. Kevin Staveley-O’Carroll as just Dr. O’Carroll, but take it from him, it’s not a mistake you want to make. At the behest of his mother, he and his five siblings were given the hyphenated surname to keep the Staveley family name alive. “My very first day as an intern at Johns Hopkins Hospital, I decided I was just going to go as just ‘Dr. O’Carroll,’” Staveley-O’Carroll said. “And the very first page I got, I answered, ‘This is Dr. O’Carroll.’ Sure enough, it was my mother, who was a doctor as well. She answered in a stern Irish accent, ‘It is not — it’s Dr. Staveley-O’Carroll.’ Well, that was the end of that.”

Staveley-O’Carroll, MD, PhD, is the son of two physicians — psychiatrists who emigrated from Ireland to Vinita, Oklahoma. Perhaps known more for its novel McDonald’s restaurant suspended above Interstate 44 than its medical community, Vinita was a childhood home to young Staveley-O’Carroll. In the small ranching community, he grappled with calves and wrestlers alike, and in what would become his typical fashion, he excelled at both. At 12 years old, he won a national championship for calf roping, and followed that up with a state wrestling championship in high school.

Staveley-O’Carroll left the plains of Oklahoma for South Bend, Indiana, to attend the University of Notre Dame where he had been recruited for wrestling, but he would return to the Sooner state. He earned his medical degree from the University of Oklahoma College of Medicine before being accepted into the Halsted Surgery Residency at Johns Hopkins. There, he refined his medical interests, completing surgical training, a PhD and a fellowship in surgical oncology. “When I was in medical school, I very much wanted to be a small-town surgeon,” Staveley-O’Carroll said. “If you read my medical school yearbook, it says that I wanted to be a general surgeon raising a family on a ranch in a small town. I went away to train at Johns Hopkins, and I fell in love with academic medicine. I was attracted to the idea of creating new therapies, doing research to see what therapies worked the best and training the next generation. I became very passionate about that during my time there, and that changed my whole career path.”

Setting a course

Staveley-O’Carroll joined MU in September as the Hugh E. Stephenson Jr., MD, Chair of Surgery and director of Ellis Fischel Cancer Center. Serving in multiple roles comes naturally to him. At the Medical University of South Carolina in Charleston, he wore several hats in the cancer effort, including chief of oncologic and endocrine surgery, medical director of Hollings Cancer Center, the Alice Ruth Reeves Folk Endowed Chair of Clinical Oncology, and professor of surgery, microbiology and immunology. He previously served more than a dozen years at The Penn State University in Hershey, where he was chief of surgical oncology; director of the program for liver, pancreas and foregut tumors; director of the hepatobiliary fellowship program; and professor of surgery, medicine, immunology and microbiology.

Staveley-O’Carroll was attracted to Ellis Fischel Cancer Center because of its 75-year history and its standing as the first cancer center west of the Mississippi River.
“The fact that it was established by a surgeon, Ellis Fischel, resonates with me,” Staveley-O’Carroll said. “It is an honor to get to participate in its future. We have several key attributes that set Ellis Fischel apart. Our affiliation with the MD Anderson Cancer Network® is a real opportunity to develop state-of-the-art clinical infrastructure. Perhaps even more important is our position as one of six places in the country where the medical school, the veterinary school and the law school are collocated on a large research-based undergraduate campus. This depth and breadth of expertise gives us an enormous advantage in creating cancer research programs.”

Staveley-O’Carroll is driven to grow and solidify Ellis Fischel’s national reputation. While already home to many high-caliber specialists, he’s putting a focus on innovative clinical procedures, research and clinical trials.

As chair of the Department of Surgery, Staveley-O’Carroll hopes to bolster the faculty’s already established programs, such as tumor immunology — one of Staveley-O’Carroll’s specialties. He also has plans to grow the outcomes research program led by Todd Vogel, MD, chief of the Division of Vascular Surgery; the simulation-based efforts of Stephen Barnes, MD, chief of the Division of Acute Care Surgery; and the biodesign program led by Roger de la Torre, MD, chief of the Division of General Surgery.

“I think physician-scientists are key to our success,” Staveley-O’Carroll said. “Right now, we’re such a strong hospital that runs very, very efficiently, but it has to be more than that if we’re going to grow our national reputation.”

**Master of the mat**

A lifelong competitor, Staveley-O’Carroll’s athletic drive didn’t dissipate when he finished his wrestling career at Notre Dame — it just took on a new form.

“For most of us, wrestling ends after school; you don’t ever say to your friend, ‘Hey, let’s do takedowns this afternoon,’” Staveley-O’Carroll joked. “Wrestling just isn’t a lifelong sport.”

Fortunately, one day in Pennsylvania, when he brought his children to see if they would like judo, Staveley-O’Carroll was asked if he would like to join the adult class. The entire family took an immediate liking to the sport, and soon began practicing it together. Fast forward a few years, and Staveley-O’Carroll has a black belt in judo and awards in an array of combat competitions:

- **2002 Eastern Open National Judo Champion**
- **2004 International Schuai Jiao (Chinese wrestling) Champion**
- **2005 Consolation Finalist World Masters Judo championship**
- **2010 Masters, Advanced Division, Eastern National Submission Fighting Champion**

“I don’t know why I’ve always been so interested in sports like wrestling and judo, but I’ve always liked them,” Staveley-O’Carroll said. “To me, the movements are beautiful and elegant, almost like dancing or surgery.”

Though the accomplished judoka hasn’t been able to return to the martial arts mat since moving to Columbia, Staveley-O’Carroll and his family have fallen in love with the mid-Missouri community.

“Columbia is just such a lovely place to live,” he said. “My wife and I walk downtown a lot, and we love to try the local restaurants. We’ve made a habit of going salsa dancing on Friday nights at the Tiger Hotel. Columbia really is our home now.”
How do you serve?
We asked employees throughout MU Health Care to share how they serve.

Reggie Bentley
Stores clerk in housekeeping
“To me, serving is being there for patients, their families and my coworkers, assisting them in different ways that they might need me. When I’m busy, I make the time to help out my coworkers. If I see a patient or visitor who needs help, I’ll drop whatever I’m doing to help them. I also help a lot of people move and give them empty boxes, so I’ve become known as the ‘box guy.’”

Kristan DePriest, MBA, BSRT(R)(MR)
MRI technologist at the Missouri Orthopaedic Institute
“A full MRI schedule can add a rushed feeling to an already intimidating environment for our patients. I strive daily to live out the Culture of Yes value of ‘serve’ through the time and attention I give to each patient, regardless of time constraints. It’s my goal that each person leaves knowing they are genuinely cared for and appreciated.”

Karen Butkievich
Medical office assistant in Ellis Fischel’s ENT outpatient clinic
“In my role, in addition to daily clinical duties, I do O.R. scheduling for ENT providers. I take time to sit down with patients to go over surgery dates, and I keep an accurate record of O.R. times. I recently worked with a patient who was traveling from out of town and was able to schedule surgery so the patient didn’t have to make an additional visit into town.”

Becky Oyelola
Care team associate on the pediatric unit at Women’s and Children’s Hospital
“I live out the Culture of Yes in the way that I care for patients and the service I take pride in delivering to them. I enjoy making patients feel comfortable and respected. I love to greet patients, visitors and my co-workers with a warm smile. I try to exceed and go the extra mile in ensuring that patients are treated kindly and embraced with a friendly smile. The care these patients receive is truly important to me.”

Donna Chandler
Painter in Engineering Services
“When the low-intervention birthing rooms were getting ready for the grand opening celebration and tours, I asked the manager of the department if there was anything else I could do to help out. The door jambs needed painting, as did an access panel in the bathrooms. I located the water-based paint that dries quicker than oil and had the jambs and access panels painted in no time. I am also a member of Staff Council, and I enjoy going out and getting involved for the good of our staff. I believe I serve as a voice for our staff, and I will do anything I can for our team.”

Culture of Yes

To share how you live out the Culture of Yes, please email Derek Thompson, managing editor, at thompsonder@health.missouri.edu
The quality of care has been exceptional, and I truly do not believe I would receive this type of personable and professional care anywhere else.

MU HEALTH CARE

I have been receiving excellent care from everyone I have seen! I have been very happy with the all-around treatment concerning all of the individuals I have interacted with through each and every clinic I visit. The quality of care has been exceptional, and I truly do not believe I would receive this type of personable and professional care anywhere else.

I am a difficult patient with all my diagnoses, but the physicians are truly concerned and vested in trying to locate proper avenues available to them to try to keep me feeling physically and emotionally comfortable, while addressing my illnesses and reducing the plethora of debilitating symptoms I present with. I could not ask for a better team of doctors or care, and I expect I will be with these physicians throughout my illnesses.

There are an amazing amount of specialists in so many areas at the university, and I doubt I would find this at any other local hospital or clinic. I am so thankful for MU Health Care!

Angela R.

ELLIS FISCHEL CANCER CENTER

I have never experienced the amount of support and genuine feeling of being cared about that I have felt at Ellis Fischel. Everyone cares, takes the time to make sure I have what I need, and treats me so well! This cancer has been a hard time, but the staff work hard to help me make the best of it. Even when I feel the worst, I feel better seeing my people that take care of me at Ellis Fischel.

Marsha M.

MISSOURI ORTHOPAEDIC INSTITUTE

I would just like to say that I truly appreciate all the wonderful care, professional consultations, and genuine and personal interaction I received from Dr. Brogan.

I feel he really went above and beyond the norm in my situation and I am indebted to him for the wonderful care I received. Thank you from the bottom of my heart.

Bruce M.

ELLIS FISCHEL CANCER CENTER

Your staff, from the man in the box in the parking garage who called out, “How may I help you, m’lady?” to the doctors, nurses, techs, receptionists and Edlyn, the wig lady, are to be commended!

I was recently treated for breast cancer at your facility. Everyone I encountered was remarkably kind, smart and efficient. Your system for keeping me organized with exit sheets of future appointments was extremely helpful.

Having nurse navigator Dawn Frederick follow my progress and answer my midnight emails kept me from feeling intimidated as a single woman in a complex situation.

The staff in the AIU was meticulous, smart and so kind. I called my chemo days “Spa Days” because I was waited on hand and foot from my heated leather recliner. I received a massage each treatment. Ruth Ann Spotts helped so much to relieve the muscle tension, as well as the emotional tension that comes during prolonged medical challenges. It's really too bad that a massage therapist can't be there every day for chemo patients. It would be great if there was a fund to donate to in order to make that happen. I felt so lucky to have received her healing therapy.

Dr. Westgate was among my favorite healers at Ellis. He's smart and funny and down to earth. He and his nurses and radiation technicians were so kind and encouraging as I made my way through what was, for me, the most intimidating part of my treatment. I appreciated the use of the little parking lot and the handy check-in card to speed things along during this daily process.

Your system of organizing patients and their treatments worked well for me. The people you’ve chosen to work for you are amazing, and I can’t imagine a better healing experience than the one I had at Ellis.

Thank you so much!

Carmen K.
MU Health Care employees were treated to a free holiday meal in celebration of the holidays and their dedicated work to ensure our patients receive the best care possible. The meals took place over a week at South Providence Medical Park, University Hospital, the Missouri Orthopaedic Institute, Women’s and Children’s Hospital and Quarterdeck.

Instead of asking for Christmas presents, one Columbia teenager asked for donations to support MU Children’s Hospital. Brittany Stine’s friends and family responded, and she recently donated $1,060 to the hospital.

Leaders from University of Missouri Health and the MU Institute for Clinical and Translational Science recently announced the winners of 15 student research awards, two faculty mentor awards and the faculty Dorsett L. Spurgeon, MD, Distinguished Medical Research Award during the annual Health Sciences Research Day.

In addition to student research awards, the Spurgeon award is presented annually to a researcher from the MU School of Medicine for outstanding accomplishments early in his or her career. This year’s award winner was Emma Teixeiro, PhD, assistant professor in the Department of Molecular Microbiology and Immunology, who received a plaque and $5,000.

Window washers from Class Glass of Springfield donned heroic costumes to help brighten the day of patients at MU Children’s Hospital. Superman, Batman, Spider-Man and Captain America delivered smiles to the pediatric patients and brought joy to the entire hospital. Visit www.facebook.com/MUChildrensHospital to watch a video of the caped cleaners.
Four physicians in the Department of Medicine recently took a pie to the face as the culmination of a fundraiser for the Voluntary Action Center. Warren Lockette, MD, professor of medicine (pictured), was joined by Clint Kingsley, MD, associate professor of medicine; Donald Doll, MD, professor emeritus of medicine; and Zach Holliday, MD, chief resident physician in the Department of Medicine. The department raised $777.76 to sponsor a family for Christmas selected by the VAC and the Tiger Pantry.

Kalen Walker, 10, and his family recently presented Ellis Fischel Cancer Center representatives with $550 for cancer research. Kalen raised the money in August by selling lemonade outside his Columbia home. He was inspired to donate by his experiences this summer at Camp Kesem Mizzou for children affected by cancer. Kalen’s mother, Christina Walker, is a cancer survivor.

MU Children’s Hospital had a busy start to 2016 as 11 newborns entered the world on New Year’s Day. The first baby born in Columbia in 2016 is Mea Harper Lee Banta, who was born at 1:07 a.m. on Jan. 1. Parents Marshall and Nikki Banta and siblings Evan and Gracie were excited to welcome their new family member.

A battalion of stormtroopers took a break from their Imperial duties to wrap presents for patients at MU Children’s Hospital. Phil Shearrer, organizational development consultant with MU Health Care, and his son Kyle enlisted the help of “Star Wars” action figures to wrap presents for patients. The father and son’s similarly themed Christmas-tree building photos went viral two weeks prior, and the two wanted to continue the Force-themed fun while brightening the day of patients. Visit www.facebook.com/MUCHildrensHospital to see a video of the troopers in action.
YES IS CONTAGIOUS.
AND IT’S NEVER TAKEN A SICK DAY.

At MU Health, YES always shows up. In our work. In our people. And in the infectious optimism that paints every wing of our building. YES gives us the curiosity to keep digging for answers. And soon, it’s YES that will tell cancer and Type 1 diabetes to stay home — for good. At mid-Missouri’s only Academic Health Center, YES is everywhere.

YesFindsAWay.com