

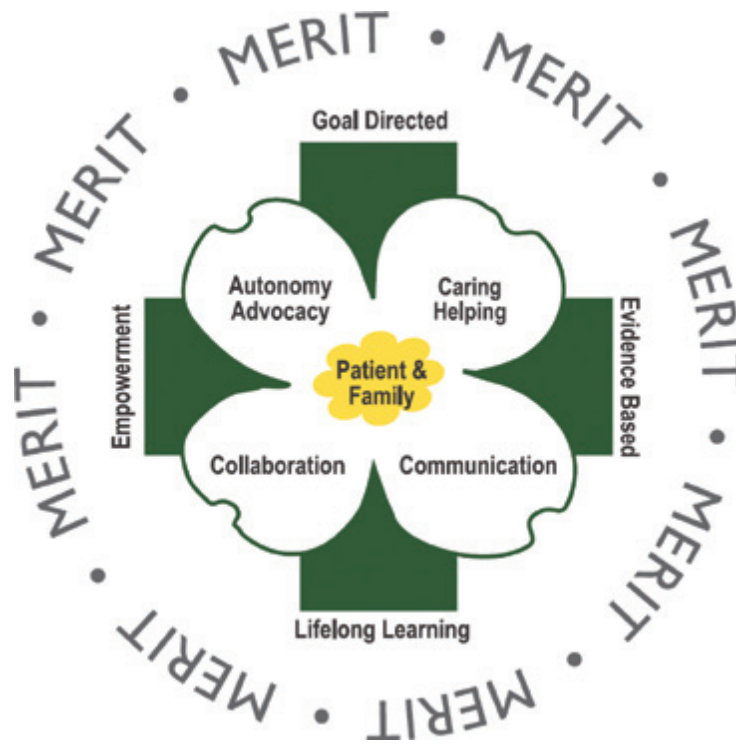


NURSING ANNUAL REPORT 2010
NURSING EXCELLENCE THROUGH...



Nursing

Mission, Vision, and Values



© Mission Hospital Nursing Practice Model

Mission

Promoting health and wellness; providing compassionate, quality care.

Vision

A nationally recognized model of professional nursing practice committed to excellence.

Values

As we live our mission and pursue our vision, we are guided by the following values:

Mercy, Excellence, Respect, Integrity, and Trust/Teamwork.

NURSING EXCELLENCE THROUGH LEADERSHIP	I
Nursing Leaders' Retreats	2
Mission Leadership Academy	3
Manager's Message on the Value of Staff.....	4
Direct Care Nurse's Appreciation of Leaders	4
NURSING EXCELLENCE THROUGH EMPOWERMENT	5
Awards & Recognition.....	6-8
Certifications in Specialty Areas- New or Renewed in 2010	8
International Educator Michelle Deck.....	8
Four Units Collaborate for Annual Education Blitz	9
Integrative Healthcare Activities & Community Presence.....	9
Nurses on a Stroke Mission!	9
Community Service	10-11
MCSO Offers Posters & Library to Other Units.....	11
NICU Simulation at March of Dimes Gala	11
RACE	11
Higher Nursing Education	12-13
Nurses Week Kick-Off Celebration	13
Mission Women Go Red!	13
Professional Organizations Leadership.....	14
Clinical Affiliations	14
NURSING EXCELLENCE THROUGH PROFESSIONAL PRACTICE	15
2010 Quality Day Winning Posters	16
National Accreditation Program for Breast Centers.....	16
Professional Educational Achievement Recognition (PEAR)	16
Infection Prevention Nurse Liaisons	16
Geriatric Resource Nurses	17
Diabetic Resource Nurses.....	17
Holistic Resource Nurses	17
Pediatric Resource Nurses	18
Baby Friendly Designation.....	18
Registered Nurse Clinical Ladder Program.....	19
Councilor Model Growth Timeline	19
In Memoriam: Remembering Our Colleagues.....	20
NURSING EXCELLENCE THROUGH NEW KNOWLEDGE, INNOVATIONS, & IMPROVEMENTS	21
Nursing Research Studies.....	22
Heart Days Poster Winners	22
Nursing Evidence Based Practice Projects	23
Registered Nurse Outcome Based Projects.....	25
IHI Teams.....	26
Nursing Research Fiesta.....	26
Mission Hospital Research Institute	26
Lean Six Sigma Projects.....	27
Publications, Conference Attendance and Presentations	27-28
NURSING EXCELLENCE THROUGH EMPIRICAL OUTCOMES	29
The Gratitude of Patients and Families.....	30
Women's Surgical Unit Pain Target Project.....	30
Survivor Services Program in Labor and Delivery	30
Patient Falls Prevention.....	31
Pressure Ulcers Prevention	31
Delirium Identification, Prevention, and Treatment Project	32
Patient-and Family-Centered Rounding on Pediatrics.....	32

Dear Colleagues and Friends:

It is hard to believe that a year has passed since I wrote my letter for the 2009 Annual Report. I am filled with pride when I reflect on the tremendous accomplishments we have achieved in 2010. Through our partnership with the Institute for Healthcare Improvement, we have established strategies to assist us with achieving the BIG(GER) AIM: “Achieving the DESIRED OUTCOME without Harm, without Waste and with an Exceptional Patient Experience.”

The Clinical Ladder for the nursing division was implemented in September 2010. We have more than doubled the number of nurses certified in their areas of expertise since 2008. Our nursing research program continues to grow and develop with a focus on evidence-based practice and improved clinical outcomes. Lastly, several of our programs have achieved national recognition, such as our Chest Pain Center, RACE, Stroke Program, Oncology Program, and our Baby Friendly Designation. All of these initiatives and the many others listed in our 2010 Annual Report are a testament to the dedication, compassion and clinical expertise of our nursing staff.

Each year we raise the bar striving for continuous improvement in clinical outcomes and the patient experience. You should be very proud of exceeding the goals we set for ourselves this past year. It is a privilege to work with each of you, and I look forward to partnering together to achieve our BIG(GER) AIM: “Achieving the DESIRED OUTCOME without Harm, without Waste and with an Exceptional Patient Experience”.



Kathleen Guyette

MSN, RN, NE-BC

Vice President and Chief Nursing Officer



NURSING
THROUGH LEADERSHIP
EXCELLENCE

Nursing Leadership

Retreats

Formal leaders have titles, which indicate their leadership position. Informal leaders are those who exhibit leadership qualities and do not hold a title. All leaders inspire, encourage, recognize, and value others and prompt mutual respect.

Formal and informal nurse leaders at Mission Hospital met twice during 2010 to learn about professional development expectations, share some lighter refreshing moments, and build camaraderie in planning for the future progress of nursing at our facility.

March 17

Irish-Themed Retreat

complete with playful attire and colorful table decorations prompted laughter and joking in between serious conversations about nursing excellence and shared decision making. Nursing directors, managers, and members of the Nursing Governance Board attended the all day meeting at the Renaissance Hotel in downtown Asheville.



Lora Deitz, BSN, RN, NUS for Nursing Support Services (left), and **Carol Jackson**, RN, MHS, Director of Nursing Support Services (right) show off the achievements pot of gold at the end of their department's SDM team rainbow.



VP and CNO **Kathleen Guyette**, MSN, RN, NE-BC (left), presented best Irish attire prizes to (L to R) **Patrick Ryan**, BSN, RN, Manager of Mother/Baby; **Leigh Angel**, BSN, RN, Manager of 9 North Stepdown; and **Joe Lee**, BSN, RN, MHSM, MBA, Surgical Director of Heart Services.

perspective of all nurses being a part of one organization.



Vice President and Chief Nursing Officer **Kathleen Guyette**, RN, MSN, NE-BC, led the group in presentations and discussions. Directors and some managers gave 15 minute reports on the status of shared decision making (SDM) in their respective areas. **Regina Phelps**, PhD, RN, NEA-BC, Director, Nursing Practice, Education and Research (NPER), presented information about "Growing the Magnet® Culture." The chairs of house-wide councils made brief comments about their groups.

Positive common themes among many SDM teams across the organization were identified: a lot of staff involvement; staff being vocal in pointing out opportunities for improvement and offering solutions; and improved

Mary Richard, RN, Director of Heart Path (right), sharing a light-hearted moment at the retreat with Outpatient Heart Path nurse, **Pam Froncek**, MSN, RN (left).

Nursing Retreat

held on August 24



at the Lutheridge Conference Center included thirty-nine direct care nurses from unit-based shared decision making councils, nursing managers, directors, and administrative leaders. Information, inspiration, and ideas were exchanged during seven speaker presentations and a Practice Fair sponsored by the Marketing and Communications for Nursing Excellence Council.



Kim Reik-Johnson, RN, Manager of Neonatal ICU (left), stops at the Practice Fair table to pick up her copy of the expanded Councilor Model poster from **Carey Estes**, BSN, RNC, NUS of Neonatal ICU.

Here is the list of presentations:

Councilor Model and Critical Components for Shared Decision Making by **Laurie Downs**, BSN, RN, CCRN, Manager of Coli ICU and **Regina Phelps**, PhD, RN, NEA-BC, Director of Nursing Practice, Education and Research (NPER).

Mission Hospital's Nursing Practice Model by **Rhonda Robinson**, RN, Director of Orthopedics and Inpatient Rehabilitation Services (pictured above) and **Craig Harris**, MPH, BSN, RN, CCRN, Manager of Cardiovascular ICU, Recovery Unit, and Progressive Care. They were the co-chairs for the original team of nurses formed in 2005 to design the current Nursing Practice Model.

Nursing Strategic Plan 2010-2014 by **Ginny Raviotta**, MN, RN, NE-BC, Director of Women's and Children's Services, and **Regina Phelps**, PhD, RN, NEA-BC, Director of NPER.

Clinical Ladder—Nuts and Bolts by the Clinical Ladder Council Chair **Cheryl Gibson**, MSN, RN-BC, Nursing Project Coordinator for NPER, and Co-Chair **Cathy Retskin**, RNC, direct care nurse on Labor and Delivery.

Service Excellence—Revitalizing the MERIT Standards by **George Karl**, MDiv, MA, Director of Service Excellence.

Patient Centered Care by **Carlton Rider**, Interim CEO.

Nursing Governance Board—Accomplishments to Celebrate! by **Kathleen Guyette**, MSN, RN, NE-BC, VP and CNO.



Thirty nine direct care nurses representing shared decision making councils on their respective units attended the August Nursing Retreat.

KNEELING LEFT TO RIGHT:

- Pam Froncek, MSN, RN, Outpatient Heart Path**
- Gena Huffer, RN, of PMCU/PMSP**
- Autumn Cooper, BSN, RN, of MSPC**
- Michelle Chromey, BSN, RN, Neurosciences**
- Mary Teague, RN, 6 North**
- Terri Queen, BSN, RN, of CVOR**
- Stacy Inman, RN, 4 South**
- Becky Guthrie, BSN, RN, Radiology**

ROW TWO, LEFT TO RIGHT:

- Cora Small, BSN, RN, CCRN, of MSICU**
- Jenny Wilkinson, RN, of NICU**
- Anne Jenne, BSN, RN, CPAN**
- Millie Burchett, RN, Outpatient Infusion**
- Kelly Harvey, RN, Spine**
- Bryanna Gibbs, BSN, RN, PCCN, 9 North**
- Stephanie Godfrey, RN, 9 North**
- Stephanie Capps, BSN, RN, 9 North**
- Lisa Boone, RN, General Surgery**
- Frank Alagna, RN, CCRN, of CVPC**
- Kathleen Leake, BSN, RN, Chest Pain Observation**
- Jeanie Bollinger, BSN, RN, CCRN-CSC, of CVICU**
- Susan Pike, RN, Copestone**

ROW THREE, LEFT TO RIGHT:

- Deanna McCraw, BSN, RN, Mother/Baby**
- Susan Whitt, RNC, of SATU**
- Dianne Gambrell, BSN, RN, Pre-op**
- Kay Stark, RN, Renal Medicine**
- Carole Norris, RN, 8 North**
- Donna Lingerfelt, BSN, RN, of PASU**
- Betsy Novotny, RN, Women's Surgery**
- Christi Britt, RN, of CVICU**
- April Scharett, RN, of NTICU**
- Deborah Robertson, BSN, RN, Staffing Pool**
- Ashely Metcalf, BSN, RN, CEN, of ED**

ROW FOUR, LEFT TO RIGHT:

- Rachel Sims, RN, Coli ICU**
- Jackie Houtman, MA, RNC, OCN, Oncology**
- Aneta Payne, RN, Vascular OR**
- Jennifer Greene, RN, Pediatric Hem/Onc**
- Jan Adams, RN, IV Team**
- Kathy Wright, RN, CGRN, Staffing Pool**
- Kristina Wing, RN, Trauma Care**

Mission Leadership Academy

The Mission Leadership Academy was implemented in 2010 with the objective of developing new and existing leaders in establishing a base level of leadership competency throughout the organization. Throughout the course, participants complete a three day “core curriculum” facilitated by Mission Executive Leaders, outside consultants, and Human Resource Leaders through didactic, experiential, and multi-media learning methodologies devoted to three facets of leadership:

- understanding what is expected of them as Mission leaders;
- developing leadership competencies that have been identified as high priority;
- ensuring competency with functional leadership responsibilities.

In the first year, 389 supervisors, managers, and directors completed this course. *(Reprinted from Mission on Demand with permission.)*

The list below includes leaders completing the course in 2010 who are nurses or who work closely with nurses in providing patient care.

- Andrea Alvaro**
- Anja Woody**
- Barbara Bowlin**
- Barbara Massey**
- Barbara Moore**
- Beatriz Escobar**
- Betsey Bent**
- Beverly Futch**
- Brandi Quinn**
- Brenda Smith**
- Carol Jackson**
- Cheryl Linquist**
- Cora Small**
- Christina Miller**
- Chryste Krause**
- Darby Moretz**
- David Stegall**
- Dawn Greene**
- Deborah Davis**
- Deborah Kirkman**
- Denise Ebert**
- Donna Borowski**
- Frank Alagna**
- Frank Castelblanco**
- Glenda McCall**
- Gregory Green**
- Harriet McGinnis**
- Heather Fox**
- Holly McCormack**
- Jan Rayfield**
- Janie Fielder**
- Jenny Arledge**
- Jerri Mitchell**

- Jerri Phillips**
- Jill Jones**
- Joanne Disbrow**
- Joe Lee**
- John Bensinger**
- John Futch**
- John Grindstaff, Jr.**
- Jonathan Brandon**
- Jo Stewart**
- Joni Lisenbee**
- Joy Clifton**
- Joyce Godfrey**
- Judy Henderson**
- Julia Moore**
- Julie Rouse**
- Karen Bailey**
- Karen Blair**
- Karen Rice**
- Katherine Benedict**
- Kathey Ponder**
- Kathryn Tompkins**
- Kathy Gier**
- Kathy Hefner**
- Kathy Poling**
- Kathy Smith**
- Katie Cheatham**
- Kelly Phillips**
- Kristi Hensley**
- Kristy Stewart**
- Laurie McLean**
- Leigh Angel**
- Linda Anderson**
- Linda Ayers**

- Linda Hemstreet**
- Lisa Edwards**
- Lisa Michel**
- Lora Deitz**
- Lori Rhodes**
- Lori Webb**
- Lourdes Lorenz**
- Luci Farmer**
- Maridaun Hennessy**
- Mark Smith**
- Martha Hill**
- Martha Shetley**
- Martha Smith**
- Mary Harmon**
- Mary Lou Adams**
- Mary Richard**
- Mary Sue Carson**
- Melanie Norman**
- Melinda Bryant**
- Michael Connor**
- Michelle Chromey**
- Morgan Barrett**
- Nancy-Jo Wirman**
- Nan Tomsky**
- Parmjit Rubenstein**
- Patricia Adamson**
- Patricia Hinson**
- Patrick Hickey**
- Patrick Ryan**
- Penelope Wortman**
- Rachel Long**
- Regina Phelps**
- Renee Barnwell**

- Renee Carpenter**
- Robin Jones**
- Sam Mashni**
- Sandra Case**
- Scott Danks**
- Selena Kittrell**
- Sheila Radcliff**
- Sherry King**
- Sonja Putnam**
- Stacey Adcock**
- Stephanie Spittle**
- Stephanie Whitaker**
- Sue McManus**
- Susan Edwards**
- Susan Jones**
- Susan Mims, MD**
- Susan Odom**
- Ted Schiffman**
- Tina Barnes**
- Tish Alspach**
- Tori Mason**
- Valerie Pulsifer**
- Vicki Annico**
- Vicki Arnold**
- Vickie West**
- Victoria Fugate**
- William Harrison**
- Winnie Ziegler**
- Zachary Clement**

Manager's Message

on the Value of Staff



*This message to the staff members of Coli ICU was written by Manager **Laurie Downs, BSN, RN, CCRN**, (pictured here) in her weekly newsletter March 5, 2010 after a time of high acuity patients, installation of new sky lifts, monitor training, and, oh yes, heavy snow. It is reprinted with permission.*

Many times, I find, it is difficult to convey the essence or trueness of what a manager has to say to staff. Many managers, as administrators, find it difficult to share thoughts

and feelings with staff. Honest, straight forward talk is sometimes misconstrued or criticized. Yet, as I led our staff meetings this week, I felt a fullness of sorts in my throat, as I looked across the room at the faces of a profession built on compassion, intelligence and vast ability. I cannot help but share this with you.

All of you listened as I told the stories and made the proclamations of what we need to do to keep ourselves compliant and up to speed. Some of what we talked about was difficult. Much of what we discussed was/is strategic, comes from the goals and objectives of our organization and is evidenced based for healthcare practice. All of what we discussed, no matter how mundane, was/is to encourage meaningful life-giving care to patients.

I knew, as I finished the meetings, that most of you heard the essence, will take the information and work like Trojans (someone who is determined, strong, or courageous) to be the best and provide thoughtful, patient-centered care. Every time we come here, we can change a life. We can influence healing, inspire hope and make peace in the midst of despair. We are the movers and the shakers, and we are the ones who can save lives or change lives. My life has been touched and changed by you, and my heart is full of gratitude.

- **Laurie L. Downs**

Your most humble servant manager
(*Nursing News, Vol. 6, #5, May 2010*)

Direct Care Nurse's

Appreciation of Leaders



Jackie Houtman, RN, Staff Nurse on the Oncology Unit (pictured here), praised her manager and clinical nurse specialist in "The Blessings of Winter's Chill."

While this past winter [with heavy snow] was undoubtedly a challenge for all of us, it hopefully left us with food for thought. Enjoying the comforts and normalcy of day to day routines makes it easy to take things for granted. Traveling to and from work was treacherous and fraught with tension. If we made it up the mountain, could we more importantly come to a safe halt when we traveled back down again? Would the next shift make it in

to relieve those nurses who diligently tracked the weather hoping for signs that roads were passable? Those who were unable to travel home slept, showered and borrowed scrubs and experienced first-hand what the patients tell us--the mattresses and pillows are not as comfortable as ours at home, and unfamiliar noises make it harder to sleep.

The purpose of this reflection is not to reminisce about the winter chill but to acknowledge and pay tribute to our Oncology unit Manager **Dawn Neuhauser, RN, BSN, OCN** and **Diana Wortham, RN, MSN, OCN**, Clinical Nurse Specialist for Oncology. While Dawn and Diana have a multitude of commitments and obligations, they are always there for us. Both deserve a long over due thank you!

As nurses, our professional growth and development is nurtured with their open door policy, welcoming any of our questions and concerns. We are encouraged to seek advice and mentoring, and we know our autonomy will be respected. As the need arises, Dawn and Diana support us with hands-on care at the bedside, clearly reflecting a love for our patients and setting a standard we are proud to follow.

We can rest assured spring will follow winter. Perhaps even more reassuring, though, is the knowledge that whatever the season, we are blessed and privileged to work alongside these wonderful nurses.

Thank you, Dawn and Diana!

(*Nursing News, Vol. 6, #4, April 2010*)



NURSING
THROUGH EMPOWERMENT
EXCELLENCE

Awards

& Recognition

North Carolina Great 100 Nurses of 2010 included seven Mission Hospital RNs. These RNs were chosen by their peers to be honored as some of the best nurses in NC. They were celebrated by their Mission peers at a reception on September 7 and joined other honorees from across the state at a formal gala in Greensboro on September 18. Since the inception of the Great 100 in 1989, a total of 157 Mission nurses have been honored.



Bonita Wiedenhaupt,
RN-C Mission Children's Specialists



Brenda Smith,
BSN, RN, NE-BC Women's Surgical Unit



Cheryl Gibson, MSN, RN-BC
Nursing Practice, Education, and Research



Cindy McJunkin BSN, RN, SANE-P,
SANE-A Mission Children's Specialists



Darren Coleman, BSN, RN,
OCN Oncology



Linda Y. Smith, MSN, RN, IBCLC
Nursing Practice, Education, and Research



Susan Short, RN, CCRN
Cardiovascular ICU & Recovery Unit

2010

Spirit of Martin Luther King Award

Sallie McCall, BSN, RN, Manager of Clinical Operations at Mission Children's Specialists, received this award, which is presented annually to a staff member from Mission Hospital who demonstrates the ideals and the dream of Dr. King in their work and community.

Other staff members nominated for this award were:

- Andrea Beeks,** Copestone Adolescent Unit
 - Angela Jones,** Corporate Safety
 - Burdine Smith,** Endoscopy
 - Carlton Battle,** Environmental Services
 - Cheryl Gibson,** MSN, RN-BC, NPER
 - Clare Scobie,** RN, 8North
 - David Telford,** NA, PACU/Preop
 - Frank Castelblanco,** RN, RACE Coordinator; Director of Cardiac Emergencies
 - Gail Gordon,** RN, Pediatrics
 - Kathy Hefner,** MSN, RN, Director, Heart Services
 - Kim Gilliam,** Radiology
 - Lawrence Robinson,** Anesthesia Tech, Asheville Surgery Center
 - Leslie Council,** Education Coordinator, Asheville Cardiology
 - Linda Hemstreet,** RN, Manager of CHE
 - Lynn Scarbrough,** FNP, CHE
 - Makeca Gilliland,** 6N Adult Medicine
 - Veronica Sartor,** RN, Labor & Delivery
 - Maria Roloff,** VP of Human Resources
 - Mary Harmon,** RN, Director, PACU/Preop
 - Michael Carter,** Diversity Officer
 - Mildred Carson,** Legal Services
 - Ralph Garcia,** Interpreter Services
 - Sandra Green,** RN, Neonatal ICU, posthumously
 - Tamara Petty,** NA, PASU
 - Tarik Glenn,** Human Resources
 - Velinda Fisher,** Executive Assistant to CEO
 - Veronica Sanchez,** Environmental Services
- (Scope, Vol. 15, #2, January 22, 2010)*

Nurse of the Year Award

given by the Southeast Region Wound Ostomy and Continence Nurses Society was presented to **Carol Parker,** MS, BSN, RN, CWON, of the Wound Healing and Hyperbaric Center. She was selected for her professional "can do" attitude and her expertise and influence in mentoring other nurses in providing quality patient care in the specialty of wound, ostomy, and continence nursing. She was chosen from among nurses in North Carolina, South Carolina, Georgia, Florida, Tennessee, and Alabama.

The 2010

Spirit of Quality Award



went to **Janie Fielder,** MSN, RN, NNP-BC, Medication Safety Nurse Specialist, for her strong leadership in improving quality of care for patients. She is pictured here receiving her award from

Dr. Dale Fell,
Chief Medical Officer.

Nurses Week

Excellence Awards

Twelve nursing staff members received Excellence Awards at the Nurses' Week Kick-Off Event on May 4 in the MAHEC Auditorium. Winners were nominated by their peers and selected by a committee whose members did not see names of those nominated. Selections were made based on the documented exemplary clinical practice of the nominees. VP and CNO **Kathleen Guyette**, MSN, RN, NE-BC, presented the awards and read a portion of each winner's nomination.

ADVANCED PRACTICE NURSE AWARDS



Cathy Hebert, MSN, RN,
GCNS-BC, Geriatric CNS,
Nursing Practice, Education and Research



Linda Y. Smith, MSN, RN, IBCLC
Nursing Practice, Education, and Research

DIRECT CARE NURSE AWARDS



Barbara Deloache, RN
Asheville Surgery Center



Christine Conrad, BSN, RNC-OB
Labor and Delivery

NURSE MANAGER AWARD



Craig Harris, BSN, RN, MPH, CCRN,
Manager of Cardiovascular ICU and Recovery
Unit and CV Progressive Care

NURSE EDUCATOR AWARD



Barb Radford, MSN, RN,
Nursing Education Specialist II,
Nursing Practice, Education, and Research



Delena White, BSN, RN
General Surgery



Gina Hallstrom, RN, CMSRN
8 North

CERTIFIED NURSE ASSISTANT AWARD



Sarah Lefebvre, CNA
Mission Children's Specialists

LICENSED PRACTICAL NURSE AWARD



Celeste McClure, LPN
General Surgery



Lisa Boone, RN
General Surgery



Steve Strout, RN, CEN
Emergency Department

The Georgia Crump

CNA Award

was presented October 6 to **Edna Crowe**, CNA II, (pictured here) of 9 Stepdown, a progressive care adult medicine unit. She was one of two CNAs chosen out of 43 nominees from across Western North Carolina (WNC). Established in 2003 by **Margaret Noel**, MD, founder of MemoryCare, the award was named in honor of **Georgia Crump**, a Mission Hospital Licensed Practical Nurse who began her career as a CNA and now works in Mission's Community Health Enhancement. Edna was chosen for the way she "...goes above and beyond to ensure that her patients' needs are met."



Other CNAs nominated from Mission were:

Alicia Rhodes
Amorita Wright
Ashley Ruccio
Cindy Fox
Daniel Lewis
Danielle Bruckner
Edith Thorpe
Elna Stines
Jessica Fisher
Julia Kindell
Kim Swingle
Laura Neelands
Linda Fuller
Linda Hensley

Linda Wealsh
Martha White
Mary Butler
Nataliya Lebed
Nellie Melton
Nicole Carter
Rebekah Thomason
Sandra Brown
Sandra Riddle
Star Mullins
Stewart Vieira
Tamara Petty
Thelma Jackson
(Scope, Vol. 15, #20, October 22, 2010)

Certifications

in Specialty Areas New or Renewed in 2010

ADVANCED ONCOLOGY CERTIFIED CLINICAL NURSE SPECIALIST- AOCNS

Diana Wortham, MSN, RN, CNS for Oncology

CERTIFIED ADULT HEALTH CNS- ACNS-BC

Elaine Fox, MSN, RN, CDE, CNS
Nurse Educator, Health Education Center

CERTIFIED IN CASE MANAGEMENT NURSING- RN-BC

Debbie Guzik, BSN, RN, Spine Center

CERTIFIED CLINICAL RESEARCH COORDINATOR- CCRCC

Claudine Cueto, BSN, RN, CCRP, Research Institute

Lynne Hampton, MBA, MHA, RN, CCRP, Manager, Clinical Trials, Research Institute

CERTIFIED CRITICAL CARE NURSE- CCRN

Lisa Henson, RN; Coli ICU
Danny Grey, RN; CVICU/IRU
Paula Grey, RN; CVICU/IRU
Sherry King, BSN, RN; Cardiology ICU

CERTIFIED EMERGENCY NURSE- CEN

(All of Emergency Department)

Aaron Vyyan, RN
Alison Ensley, RN
Amy Hales, RN
Angela Burrell, RN
Barina Beck, RN
Deborah Gleydura, RN
Fonda Bravo, RN
Hans Frohmut, RN
Kent Middleton, RN
Kristine Erickson, RN
Patrick Hefner, RN
Rebecca DeVoe, RN
Sarah Mohammed, RN
Tammy Mashewske, RN

CERTIFIED HOLISTIC NURSE- HNB-BC

Andi Williams, RN
Coordinator, Integrative Health

Jane Fredrickson, RN Cardiovascular Progressive Care

CERTIFIED IN INFECTION CONTROL - CIC

Janice Brown, MA, Infection Prevention
Susanne Ferrigno, MS, MT, Infection Prevention

CERTIFIED INPATIENT OBSTETRIC NURSING- RNC-OB

Crystal Redmon, RN, Labor and Delivery

CERTIFIED NEONATAL NURSE- RNC-NIC

Jennifer Burts, RN, NICU

CERTIFIED NURSE EXECUTIVE - NE-BC

Brenda Smith, BSN, RN Manager, Women's Surgery Unit

Jill Jones, MHA, BSN, NE-BC, Director, Critical Care Medicine

Kathy Hefner, MSN, RN
Director of Cardiovascular Services

Ginny Raviotta, MN, RN Director,
Women's and Children's Services

Mary Harmon, BSN, RN-C
Director of Perianesthesia Services

Vicki Arnold, MHS, RN
Director Vascular Center/Radiology Nursing

CERTIFIED NURSE EXECUTIVE, ADVANCED - NEA-BC

Lourdes Lorenz, MSN, RN, AHN-BC
Director, Integrative Healthcare

CERTIFIED NURSE OPERATING ROOM - CNOR

Terri Queen, BSN, RN, Cardiovascular OR

CERTIFIED NURSING PROFESSIONAL DEVELOPMENT- RN-BC

Barb Radford, MSN, RN
Nursing Education Specialist II NPER

Cheryl Gibson, MSN, RN-BC
Education Specialist II NPER

Regina Phelps, PhD, RN,
NEA-BC, Director, NPER

CERTIFIED PEDIATRIC NURSE- CPN

Amanda Smith, RN, Mission Children's Specialists

Julie Bell, MS, RN, CNS, Pediatrics

Rachael Wax, RN, Pediatrics

Susan Lilly, RN
Mission Children's Clinic, Pediatric Gastroenterology

Thania Haney, RN
Mission Children's Clinic Pediatric Gastroenterology

Tonja Schroder, BSN, RN Pediatric Nurse Clinician

Victoria Fugate, RN, NUS, Pediatrics

Virginia Pomeroy, BSN, RN Pediatric Intensive Care

Mary E. Downes, BSN, RN, Pediatric ICU

Michelle Moore, BSN, RN, CCRN
Asheville Surgery Center

Shae Lynn Byas, RN, Mission Children's Specialists

GERONTOLOGICAL NURSING CERTIFICATION- RN-BC

Aileen Nerona, RN, Asheville Specialty Hospital

Barb McElroy, RN, Nursing Support Services

Beth Woody, RN, Neurosciences

Carla Ballard, RN, General Surgery

Celena Garrett, RN Endoscopy

Debra Hensley, RN, Women's Surgical Unit

MEDICAL SURGICAL NURSING- CMSRN

Sarah Rambo, RN, Women's Surgical Unit

MEDICAL SURGICAL NURSING- RN-BC

Candace Carter, RN
Stepdown and Medical/Surgical Pools, Nursing Support Services

ONCOLOGY CERTIFIED NURSE- OCN

Beth Trebilcock, BSN, RN Oncology
Progressive Care Certified Nurse—PCCN

Bryanna Gibbs, BSN, RN

Jessica Garrett, BSN, RN

Katie Cheatham, BSN, RN Kate Tobin, BSN, RN

Leah Silver, RN

Melisa Porche, RN

Michelle Roark, BSN, RN
(All of 9 North Stepdown)

International Educator

Michelle Deck

International presenter, author and educator **Michele Deck**, RN, MEd, BSN, LCCE, FACCE, met with 20 nurses from Nursing Practice, Education, and Research (NPER) on October 6. She presented a five-hour hands-on session about planning a research project to evaluate methods of staff development education.

During seven days in December, Michele returned and taught 32 classes about falls and falls prevention to Mission Hospital staff, as part of a research study about methods of nursing education led by primary investigator **Darlene Schleider**, BSN, RN, Nursing Education Specialist I, NPER.

Nursing Excellence

Ambassador Awards

are presented at the monthly meeting of the Nursing Governance Board. Nurses and support staff are recognized for their efforts in various aspects of nursing professional development and improved quality care and patient outcomes. Awards were not given in March or August due to the Nursing Leaders' Retreats held instead of NGB meetings.

Award winners for 2010 were:

JANUARY

Cherry Odom, BSN, RN,
Nursing Documentation Coordinator, NPER

FEBRUARY

Thresa Lukacena
Coordinator for Education, NPER

APRIL

Susan Cadwell
Administrative Assistant

MAY

Tina Barnes, MSN, RN, CAPA,
Manager of Professional Nursing Practice, NPER

JUNE

Kathy Daley, MSN, RN-BC
Clinical Nurse Specialist for Research, NPER

JULY

Ginny Raviotta, MN, RN, NE-BC
Director, Women's and Children's Services

SEPTEMBER

Kathleen Guyette, MSN, RN
NE-BC, VP and CNO

OCTOBER

Nancy-Jo Wirman, MSN, MBA, MHIM,
RN, Manager of Nursing Informatics

Amy Stewart, RN
Nursing Informatics Senior Specialist

NOVEMBER

Faisal Mohammed, BSN, RN
House Supervisor

DECEMBER

Cheryl Gibson, MSN, RN-BC
Education Specialist II, NPER

Four Units Collaborate

for Annual Education Blitz

This year 6 North, 9 Stepdown, and Pulmonary Medicine Care Unit/Pulmonary Medicine Stepdown (PMCU/SD) combined efforts for the annual education blitz. The blitz planning team included **Ellen Ferguson**, BSN, RN, PCCN, NPER; **Carlin Smith**, BSN, RN, NPER; **Cathy Hebert**, RN, CNS-BC, NPER; **Leigh Angel**, BSN, RN, Manager of 9 Stepdown; **Glenda McCall**, BSN, RN, Manager of PMCU/SD; and **Vickie West**, BSN, RN, 6North Manager.



Blitz facilitators, dressed in bright orange and yellow outfits and wearing whimsical sunglasses, inspired fun and enthusiasm during the annual education blitz sessions. Left to right are Carlin Smith, BSN, RN, of NPER; Diane Allen, RN, 6 North; Edna Crowe, NA II, 9 Stepdown; Ellen Ferguson, BSN, RN, PCCN, of NPER; Karen Randolph, NA II, 9 Stepdown; and Joann Disbrow, RN, 6 North. Photo by Katie Cheatham, BSN, RN

Following the March Nursing Retreat, which focused on Magnet® expectations, the team was inspired to include Mission Hospital's nursing practice model in the theme of the blitz. "Rise to the Challenge for our Patients and Families," was developed using "CHALLENGE" as the acronym for the elements of Mission's nursing practice model:

- C** = Collaboration, caring, communication
- H** = Helping
- A** = Autonomy, Advocacy
- LL** = Lifelong Learning
- E** = Evidence Based
- N** = Nursing Practice
- G** = Goal Directed
- E** = Empowerment

In order to accommodate such a large group of staff attendees, supervisors, transfer mobility coaches and preceptors from each unit jumped on board to help. Facilitating staff completion of the educational modules were:

- | | |
|--------------------------------|------------------------------|
| Brandy Whitson, RN | Leah Silver, RN |
| Cara Craig, RN | Libby Flowers, RN |
| Darlene Brown, UA | Lyne Vendely, RN |
| Dennis Gruber, RN | Mae Thorpe, CNA I |
| Diane Allen, RN | Mary Teague, RN |
| Edna Crowe, NA II | Melissa Porche, RN |
| Elaine Franke, RN | Misty Everling, RN |
| Joann Disbrow, RN | Moyra Evans, RN |
| Jonathon Brandon, RN | Robin Noland, RN |
| Karen Randolph, NA II | Thelma Jackson, CNA I |
| Katie Cheatham, BSN, RN | Toni Crabb, RN |

Integrative Healthcare

Activities & Community Presence

Members of the Integrative Healthcare (IH) department were busy in 2010 providing numerous educational activities for Mission staff, outreach opportunities to the community, and collaborating with local and regional organizations to further the presence of Holistic Nursing.

The Holistic Staff Retreats, lasting two days and one night, provided experiences for rejuvenation, self-growth, and education. The retreats were held at beautiful, local retreat centers, where staff could experience complementary therapies, such as healing touch, massage therapy, aromatherapy, acupuncture, gentle chiropractics, yoga, tai chi, breathing exercises, and many other techniques for stress management and self-care. In 2010, there were 12 retreats with 185 staff members participating, for a total participation of 616 since the Holistic Retreats began in Fall of 2008.

Self-Care Days were one-day single topic seminars offered for hospital staff members at different locales such as NC Arboretum, Lutheridge Retreat Center and Mission Hospital. In 2010, there were 10 self-care days with 197 total participants.

Mission Hospital In-House Offerings to staff included 15 classes on topics like self-care, dance movement, reflexology, and non-pharmacological approaches to pain management. IH staff offered modalities such as massage, aromatherapy, and Healing Touch, to Mission co-workers during at least eight health fairs and events. The department participated in sponsoring Nurses Week keynote speaker, the renowned author, **Bertice Berry**, PhD, in her address during a special celebration.

Community Service Projects and Education throughout the year brought elements of Integrative Healthcare to 27 local and regional groups, such as the Medical Minority Mentorship Program, Asheville Buncombe Institute of Parity Achievement (ABIPA), the US Forestry Service, and the Institute of Emerging Issues in Raleigh.

IH staff collaborations involved organizations like Mountain Area Health Education Center (MAHEC), Asheville-Buncombe Technical Community College, Western Carolina University, and the Blue Ridge Holistic Nurses Network.

Nurses

on a Stroke Mission!

Robin Jones, BSN, CNRN, Stroke Coordinator, reported that this past year, the Stroke Program was busy educating the community and our professional colleagues about the three R's of Stroke:

- RECOGNITION of Warning Signs
- RAPID TRANSPORT to a Stroke capable Emergency Department
- REDUCING RISK Factors for Stroke

There were 24 community events, including Stroke Screening events with McDowell and Blue Ridge Hospitals. We provided 23 educational events for nurses, therapists, and physicians, including our bi-annual WNC Stroke Conference, a two-day event in Asheville with over 150 providers in attendance! We traveled the region meeting with EMS and ED personnel from Murphy to McDowell Hospitals....from Avery to Rutherford counties!

We teamed up with our colleagues from EMS and Cardiology to launch a community education program "Minutes Matter" on early recognition and action for Sudden Cardiac Arrest & Stroke (FAST). Many staff from Mission and other agencies have volunteered time to teach "compression-only CPR" and the aid for FAST (Face, Arm, Speech and Time) recognition of stroke symptoms. In July 2010 we teamed up with the Emergency Nursing Department and NC Heart Disease and Stroke Prevention to offer a new course "Acute Stroke Life Support." A seven hour class is available every other month, and participants can register via WebIn-service.

In 2010, Neurosciences and Neurotrauma ICU met the goal with 100 percent of the staff completing the Stroke and ICH education modules and 100 percent of the staff are certified in the NIH-Stroke Scale Assessment!!

We are proud to say we earned the GOLD PLUS award from the American Heart/Stroke Association for the second year in a row. This is a national recognition for sustained achievement in stroke quality indicators!

ACTIVITY

United Way Day of Caring, the annual community-wide event that matches volunteers with service projects to benefit Asheville and Buncombe County nonprofits, schools and public entities.

VOLUNTEERS

Alice Iannetta
 Alissa Pope
 Amie Fluharty
 Amy Good
 Amy Cooper
 Amy Desrochers
 Amy Holguin
 Angela Burrell
 Angelisa Banks
 Ann Ford
 Arne Paulson
 Ashley Dotger
 Ashley Harn
 Barbara Marsh
 Beverly Hopps
 Brandi Ashe
 Brandy Dotson
 Brenda Sommer
 Brenda Canter
 Carey Estes
 Carla Ballard
 Carolyn Parker
 Catherine Graham
 Cathryn Francis
 Cecil Clark Jr
 Charles Waycaster Jr
 Cherie James
 Cheryl Worley
 Christi Britt
 Christina Miller
 Christine Foster
 Claudine Cuento
 Clay Tison
 Crela Landreth
 Cynthia Gaffney
 Cynthia Green
 Cynthia Allen
 Dawn Wascoe
 Deborah Lawing
 Dewey Taylor Jr
 Diane Davis
 Donna Cook
 Donna Peek
 Dorothy Bryant
 Kyong Stark
 Laura Ball
 Laurie McLean
 Lee Davis
 Leslee Sprague
 Leslie Shell
 Linda McNeil
 Margaret Howie
 Margaret Bollo
 Mark Steinke
 Mary Bradt
 Mary Yacopino
 Mary Katherine Smith
 Mary Martin
 Megan Riddle
 Melanie Norman
 Melinda Bryant
 Melissa Bartlett
 Michelle Setzer
 Michelle Moore
 Nancy McCall
 Nancy Rutkowski
 Pansie Huffstedtler
 Patricia Spry
 Patricia Kirby
 Patrick Ryan
 Priscilla Hayes

Rachel Bemis
 Rachel Alosky
 Rebecca Dalton
 Regina Phelps
 Dorothy L Silver
 Dorothy Rogers
 Doy Hill
 Elaine Mordenti
 Elena Nolan
 Erika Martin
 Fabienne Sterckx
 Felichia Jones
 Frank Aria
 George Hopkins
 Gina Jones
 Jacqueline Cutler
 Jacqueline Popp
 James DeGrave
 Jane Fredrickson
 Janet Ray
 Jennifer Retamal
 Jennifer Roberts
 Jeremy Smith
 Jermaine Davidson
 Jessica Martin
 Jody Curry
 Judy Caraker
 Julia Shipman
 Julie Shelton
 Julie Thomas
 Kathy Daley
 Karen Chappell
 Karen Bianchini
 Karen Cassidy Diez
 Karen Killian
 Katie Cheatham
 Kathleen Leake
 Katrina Brooks
 Keva Morgan
 Kimberly Borne
 Kim Reik-Johnson
 Kitty Ratzlaff
 Kristina Derrick
 Roger Moss
 Rose Evanoff
 Ruth Ann Savage
 Sally Fisher
 Sarah Lefebvre
 Scott Robinson
 Scott Danks
 Shawn Beane
 Sheila Plemmons
 Shelby Bjorlie
 Joy Clifton
 Sommer Buchanan
 Stephen Weeks
 Steven Schmidlin
 Susan Buckner
 Susan Bradburn
 Susan Funderud
 Susan Jones
 Tatyana Edwards
 Tiffany Davi
 Todd Wyndham
 Tonya Mace Mease
 Valerie Gullede
 Valerie Dennis
 Vickie Oliver
 Victoria Whitlatch
 Virginia Moss
 Wendy Robinson
 William O Myers III
 Wilma Sprinkle

ACTIVITY

Volunteered at the CARE (Communities Are Responding Everyday) Clinic in Charlotte, a free comprehensive clinic for area residents that did not have insurance coverage. About 2,000 patients were seen that day.

Members of church medical team, accepting assignment to attend all services during specified weeks and be accessible via pager and radio plus be prepared to use AED portable defibrillator in emergencies

Volunteered on a mission trip to the mountains of Haiti from April 3-10 helping with five clinics servicing 1400 children with nutritional needs

Volunteer builder for the 2010 Women's Build House for the Asheville Area Habitat for Humanity

United Way Back-to-School Supply Drive

Volunteer in Cochabamba, Bolivia, at an in-hospital residence for families of pediatric patients and assistant to Montana surgeon instructing local Bolivian surgeons on the use of laparoscopic equipment for procedures other than cholecystectomy and appendectomy

Altamont Theatre Board of Directors Secretary

Board of Directors My Sister's Place, an agency in Madison County, which helps those affected by domestic violence and sexual assault.

Asheville Area Habitat for Humanity

ACLS; BLS; PALS courses with course fees to various non-profit agencies.

Asheville Buncombe Institute of Parity Achievement Health Fair & Volunteer.

Minutes Matter

Volunteer at ABCCM; Skin Screening at Asheville Mall; Cardiovascular Health Screen and flu vaccines on St. Joseph Campus.

Participated in a mission trip to Haiti in February following the catastrophic earthquake.

Volunteer for United Way Day of Caring

Chair for Mission's United Way Campaign

Rathbun Center Advisory Board Member

March of Dimes Board Member (ad hoc)

Volunteered at ABCCM and Manna Food Bank

Helped lead/instruct a backpacking trip in October in the Cotopaxi National Park of Ecuador; bringing the first 'Leave No Trace' Master Educator course to South America. 'Leave No Trace' is the US federal and state official public education campaign for the stewardship of our environment, as it pertains to non-motorized recreational use.

VOLUNTEERS

Adam King, CNA I
 Unit Assistant I
 Celi ICU

Angie Higdon, RN
 Adult Medicine

Gina Moore, RN
 Rapid Response Team

Kathy Wright, RN
 Nursing Support Services

Tina Barnes, MSN, RN; Manager,
 Professional Nursing Practice, NPER

Anne Ramirez, MSN, RN,
 Neonatal CNS

Katie Hamlett, RN, Neonatal ICU

April Hartzog, RN
 PeriAnesthesia Care Unit

Barbara Radford, MSN, RN-BC
 Nursing Education
 Specialist II, NPER

Carl Wilcox, RN
 Surgical Services

Cherry Odom, BSN, RN
 Nursing Documentation Coordinator, NPER

Cheryl Gibson,
 MSN, RN-BC
 Nurse Education
 Specialist II, NPER

Christi Britt,
 RN, CVICU

Claudine Cuento,
 BSN, RN, CCRC, CCRP
 Clinical Research Nurse, Research Institute

Ginny Raviotta, MN, RN, NE-BC
 Director of Women's and Children's Services

Jennifer Burts, RN, NICU

Jon Lowrance, BSN, RN, BS
 Medical/Surgical ICU

ACTIVITY

VOLUNTEERS

Coordinator for the United Way Back-to-School Supply Drive, which provided book bags and school supplies for more than 360 area children due to the generous donations of Mission employees.

Kathy Hefner, MSN, RN
Director of Heart Services

Organizer for Mission's participation in the annual United Way Day of Caring

Medical and dental mission February 6-13 providing care to hundreds of people affected by the earthquake near Port-au-Prince, Haiti. Also helped replace a roof system and second floor of a church. Provided food to an orphanage and several schools

Kathy Wright, RN
NUS, Nursing Support Services

Volunteered for Glenwood Baptist Church

Leslie Shell, BSN, RN
Clinical Research Nurse, Research Institute

Board of Directors member-YWCA of Asheville

Linda Poss, RN, MBA
*Business Manager
Women's and Children's Services*

Board of Directors member-Action for Children NC

Volunteer for Room in the Inn

Vice-chair, Board of Directors for Asheville Buncombe Institute of Parity Achievement (ABIPA)

Lourdes Lorenz, MSN, RN, NEA-BC, AHN-BC
Director, Integrative Healthcare

Board of Directors YWCA

Board Secretary for Health Partners, which is the Healthy Carolinians Coalition for Buncombe County

Lynn Scarbrough, MSN, FNP-C
Emma Clinic/Mission CHE

Co-chair for the Community Providers Forum of Health Partners

Member of the Health Focus Area for United Way

Monthly volunteer at Loving Food Resources, a pantry that helps people with HIV and AIDS

Marsha Laird, BSN, RN
Staff Health/Occured

Volunteers for Ladies Night Out, a mammography, health screening and health education program provided on the first Thursday of each month at Mission Hospital's Breast Program Center

Brenda Mires, RN, SATU
Brenda Smith, BSN, RN, NE-BC, Manager,
Women's Surgery Unit
Carol Logan-Thompson, MSN, RN, OCN,
Radiation Therapy
Cheryl Gibson, MSN, RN-BC,
Nursing Education Specialist II, NPER
Christi Britt, RN, CVICU
Darby Moretz, RN, Manager, Clinical Informatics
Jennifer Burts, RN, Neonatal ICU
Kathey Avery, RN, Oncology
Katie Brooks, RN, Wound Therapy Center
Lannie Pennell, RN, PACU
Marianne Lee, RN, Infection Prevention
Mary Etta Hartwick, RN, Cancer Research
Mary Jane Yacopino, RN, Wound Therapy Center
Melanie Pugh, RN, IV Therapy
Sunny Matthews, RN
Terry Dunn, LPN, Oncology
Terrie Scarboro, RN,
Senior Clinical Informatics Specialist

Served soup, salad, and dessert to Mission Hospital patients' family members staying at the Rathbun Center on the evening of December 7

MEDICAL-SURGICAL ICU (MSICU) RNS
Andrea Blankenship
Ben Newton
Cora Small
Cynthia Blake
Dorothee Hayes
Jackie Langford
Lynn Godfrey
Martha Shetley
Nikki Kenyon
Paula Adams

MCSO Offers Posters & Library

to Other Units

Medical Cardiology Stepdown (MCSO) opened their quarterly education blitz in November to nurses on other units. Poster sessions for contact hours were available to any nurse who wanted to drop by the 5 Heart Echo Classroom. **Joan Vassey, BSN, RN, Nurse Educator I,** and **Lisa Clark, MSN, RN, CPAN, Nurse Educator II,** planned the five sessions of Skills Lab and Posters Review. **Lora Balerno, MSN, RN-BC, CCRN, CNS** for Cardiology, coordinated five speaker presentations by company representatives and Mission Hospital Pharmacist **Aubrie Rafferty.**

The MCSO library implemented by **Lisa Clark, MSN, RN, CPAN** contains resources related to cardiology, electrocardiography, certification review in critical care (CCRN) and progressive care (PCCN), and miscellaneous nursing topics available to any nurse in the hospital. (*Nursing News, Vol. 6, #13, December 2010*)

NICU Simulation

at March of Dimes Gala

Nurses and a respiratory therapist from the Neonatal ICU (NICU) prepared and displayed a mock ICU setting in the lobby of the March of Dimes 20th Anniversary Gala on October 8 at the Grove Park Inn. The event raises money for community grants and research investigating the causes and treatment of premature births.

Autumn Ballard, RN; Nicole Wells, BSN, RN; Gary Trimby, RRT-RCP, NPS, C-NPT; Maggie Holmes, BSN, RN; and Meera Ganatra, BSN, RN displayed two dolls surrounded by ICU equipment like a radiant warmer, a ventilator, and IV infusions. The goal was to help community members realize the importance and impact that the March of Dimes has on premature babies.

RACE

Mission Hospital is one of 122 hospitals throughout NC that participates in the Reperfusion of Acute Myocardial Infarction in Carolina Emergency Departments (RACE). This project focuses on improving patient outcomes from heart attacks. Community education about risk factors, signs and symptoms and steps in getting treatment is part of the role of this project.

At the 2010 Mountain State Fair in Asheville, more than 50 nurses, certified nursing assistants, and other auxiliary personnel from 23 hospital areas volunteered 300 hours at the "Minutes Matter" booth. They instructed over 4,500 people on the importance of calling 911, recognizing the signs and symptoms of a stroke and heart attack and how to perform compression-only CPR.

There were 28 community screenings and educational events in the region during 2010. With screenings, potential high risk community members are educated on their risk factors and steps to follow to reduce the chances of a heart attack. Additionally, 21 educational classes were provided for nurses, EMS personnel, and physicians for local and regional areas. Emphasis was placed on the recognition of signs and symptoms of heart attack, modifying risk factors, and expediting ST Elevation Myocardial Infarction patients to the Cath Lab.

Nearly 5,000 Mission employees completed a Heart Attack Awareness learning module, which included the physiological changes during a heart attack and steps to take if this occurs with our patients, visitors, and fellow staff members.

Mission Hospital was also awarded the 2010 Gold Performance Achievement Award for improvement in the treatment of Acute Myocardial Infarction patients through implementation of ACTION Registry - Get with the Guidelines (GWTG) and in-hospital initiation of the American College of Cardiology/American Heart Association STEMI/NSTEMI Clinical Guideline Recommendations.

Higher Nursing Education

ATTAINED LICENSED PRACTICAL NURSING DEGREE

Stacie Carter, LPN
Neurosciences

ATTAINED ASSOCIATE'S DEGREE IN NURSING

Amber Davis, RN
7 North

Andrea Faunce, RN
Medical Cardiology SD

April Hartzog, RN
PeriAnesthesia Care Unit

April Jenkins, RN
Labor and Delivery

Barbara McCurry, RN
Neurosciences

Caycee Guffey, RN
Neurosciences

Christi Cooper, RN
Mother/Baby

Debra Davis, RN
Pulmonary Medicine Care Unit

Heather Martin, RN
Cardiology ICU

Heidi Bagwell, RN
9 NSD

Janet West, RN
Trauma Care Unit

Jeffery Steinke, RN
Neurosciences,

Katrina Buckner, RN
Olson Huff Center Medical Practice

Kelsey Thompson, RN
Neurotrauma ICU

Rachel Brewer, RN
Trauma Care Unit

PURSUIING ASSOCIATE'S DEGREE IN NURSING

Deandra Miller, CNA II
Pediatrics Hematology/Oncology

Jessica Baldwin, CNA II
Neurosciences

Kari Turvin, HUC
Neurosciences

Lacie Apple, LPN
6 North

ATTAINED BACHELOR'S DEGREE IN NURSING

Angela McMullen, BSN, RN
Medical Cardiology Stepdown (MCSD)

Anna Eller, BSN, RN
Oncology

April Messer, BSN, RN
MSICU

Brent Evans, BSN, RN
Nursing Support Services

Cherry Odom, BSN, RN
NPER

Chris Ford, BSN, RN, CPAN, CAPA;
Post-Anesthesia Care Unit

Dana Humes BSN, RN
MCSD

Denise Ebert, BSN, RN
Manager, Cardiology ICU

Elizabeth Brown, BSN, RN
Trauma Care Unit

Faisal Mohammed, BSN, RN
House Supervisor

Gina Hallstrom, BSN, RN
8 North

Gwen Payne, BSN, RN
MCSD

Jennifer Kerley, BSN, RN
MCSD

Jon Rogers, BSN, RN
Emergency Dept

Karen Bailey, BSN, RN
CVOR Manager

Karen Parsons, BSN, RN
8 North

Kathleen Leake, BSN, RN
Chest Pain Observation Unit

Kelly Adcock, BSN, RN
Rapid Response Team

Kitty Williams, BSN, RN
Nurse Clinician, CVOR

Lora Deitz, BSN, RN, NUS
Nursing Support Services

Mary Jane Beddingfield, BSN, RN,
Copestone

Maxine Rolls, BSN, RN, CCRN
Cardiovascular ICU/RU

Melanie Pugh, BSN, RN, CRNI
IV Therapy

Monica Wooten, RN
Medical/Surgical ICU

Rachel Repasy, BSN, RN
Neurotrauma ICU

Ralph Mangusan, BSN, RN
Cardiovascular Progressive Care

Sandy Cagle, BSN, RN
Emergency Dept

Susan Vincent, BSN, RN
MSICU

Teresa Orozco, BSN, RN
House Supervisor

PURSUIING BACHELOR'S DEGREE IN NURSING

Amanda Conner, RN
Pulmonary Medicine Care Unit (PMCU)

Angela Penland, RN
MCSD

Bill Erickson, CNA I
Copestone Adolescent Unit

Brian Martin, RN
Neurosciences

Carla Ferrigno, RN
Neurotrauma ICU

Carol Jackson, MHS, RN
Director, Nursing Support Services

Carrie Ann Henderson, RN
Emergency Department

Crystal Letterman, RN
Adult Medicine

Creola Robinson, RN
Neurosciences

Gina Moore, RN
Rapid Response Team

Heather Wolf, RN
General Medicine

Jackie Schmidt, RN
Neurosciences

Janet Sheppard, RN
Emergency Department

Jason Gladin, RN
Cardiology ICU

Jeffery Corn, RN
Cardiovascular Progressive Care

Jenny Arledge, RN
Heart Services Case Manager

Jill Rabideau, RN
Medical/Surgical Pool
Nursing Support Services

Joy Brooks, RN, ED

Karen Sinclair, RN
Medical/Surgical Pool; Nursing Support Services

Kassie Gill, RN, ED

Kathy Kelley, RN, PMCU

Kathy Wright, RN
Nursing Support Services

Kelly Phillips, RN
Surgical Services

Kim Shelton, RN
Neurosciences

Karen Manfred, RN
MCSD

Lisa P. Clark, RN
Neurosciences

Maridaun Hennessey, RN
Manager, General Surgery

MarySue Carson, RN
Manager, Neurotrauma ICU

Melba Jackson, RN
House Supervisor

Melanie T. Clark, RN, CPON Pediatric
Outpatient Hematology/Oncology

Melissa Rogers McCall, RN
Neurotrauma ICU

Nancy Mastrantonio, RN
Women's Surgery Unit

Nathan Reed, RN
Adult Medicine

Patrick Hefner, RN, CEN, NUS;
Emergency Department

Rachel Ferguson-Reilly, RN
PMCU

Robin Noland, RN
PMCU

Sabrina Mills, RN
6 North

Shannon Tipton, RN
Neurosciences

Shawn Conner, RN
Neurotrauma ICU

Steve Strout, RN, ED

Toni Crabb, RN, NUS, PMCU

Trivia Hefner, RN
ED Admit Unit

ATTAINED MASTER'S DEGREE IN NURSING

Barb Radford, MSN, RN-BC Nursing
Education Specialist II NPER

Cherie Ledford, MSN, FNP
Oncology

Cheryl Gibson, MSN, RN-BC
Nursing Education Specialist II, NPER

Diane Davis, MSN, RN
Cardiology ICU

Glenda McCall, MSN, RN
Manager, PMCU/PMSD

Gloria Simuel, MSN, RN
Case Manager, PMCU/PMSD

Heather Thurston, MSN, ANP
Neurosciences

Heidi Sherman, MSN, RN
Nursing Education Specialist II, NPER

Jamie Cardwell, MSN, RN
Nurse Educator I, NPER

Jason Maher, MSN, BBA
PMCU/PMSD

Jessica Houck, NNP, RN
Neonatal ICU

Kathy Hefner, MSN, RN
Director, Heart Services

Kristina McCall, MSN, RNC Nurse
Educator II, NPER

Linda Anderson, MSN, RN
Director, Adult Medical/Surgical Units

Linda Bugg, MSN, RN
Manager, Medical-Surgical ICU & Rapid
Response Team

Stephanie Spittle, MSN, RN
Manager, Medical/Surgical Progressive Care

Tina Barnes, MSN, RN, Manager,
Professional Nursing Practice for NPER

Vickie West, MSN, RN
Manager, 6 North

ATTAINED MASTER'S DEGREE IN HEALTH SCIENCES

Vicki Arnold, MHS, RN, NE-BC
Director Vascular Center/Radiology Nursing

PURSUIING MASTER'S DEGREE IN HEALTH SCIENCES

Maria Hines, MSN, RN-BC
Nurse Educator I, Senior Services

PURSUIING MASTER'S DEGREE IN NURSING

Alicia Eifler, BSN, RN ED

Ashley Metcalf, BSN, RN, CEN; ED

Aubrey Balmer, BSN, RN
Cardiology ICU

Carlin Smith, BSN, RN
Nurse Educator I, NPER

Carriedelle Wilson, BSN, RN; ED

Cathy Retskin, BSN, RN
Labor and Delivery

Dawn Neuhauser, BSN, RN, OCN.
Manager, Oncology

Deb Kirkman, BSN, RN
Heart Services Outreach

Deborah Robertson, BSN, RN Nursing
Support Services

Ellen Ferguson, BSN, RN
Nurse Educator I, NPER

Emily Mahowald, BSN
Neurotrauma ICU

Evadora Boyd-Jones, BSN, RN
Manager, 8 North

Jason Maher, MSN, RN, BBA
(in post-graduate FNP program)
PMCU/IPMSD

Jeanie Bollinger, BSN, RN
CVICU

John Sherman, BSN, RN, REMTP (in FNP program)
Air Medical, MAMA

Julie Andrews, BSN, RN
(in FNP program) Neurosciences

Karen Moseman, BSN, RN
Nursing Informatics

Karen Ward, BSN, RN
Nursing Informatics

Kathy Smith, BSN, RN, ONC
Manager, Orthopedics

Katie McKemie, BSN, RN; ED

Kim Bender, RN, BSN
Risk Manager

Lee Rule, BSN, RN, CEN
(in FNP program) Emergency Department

Leigh Angel, BSN, BSN Manager, 9 NSD

Linda Crawford, BSN, RN
Diabetes Clinician

Marsha Laird, BSN, RN
(in FNP Program) Staff Health/Occumed

Melissa Wilson, BSN, RN
Nurse Educator I, NPER

Morgan Barrett, BSN, RN, NUS
MCSD

Pam Chandler, BSN, RN, CCRN;
(in FNP program)
Coli ICU

Patricia Swagart, RN
(in Nurse Midwifery), Oncology

Renee Barnwell, BSN, RN
Manager, MCSD

Robin Jones, BSN, RN, CNRN
Stroke Program Coordinator

Sheila Radcliff, BSN, RN
Interim Director, ED

Tonja Schroder, BSN, RN, CPN
Nurse Educator I, NPER

Zachary Clement, RN, BSN
Manager, 7 North

PURSUIING MASTERS DEGREE
IN MEDICAL INFORMATICS

Wade Astin, BSN, RN
Clinical Informatics

Amanda Banks
Clinical Informatics

PURSUIING DOCTORATE DEGREE
IN NURSING

Scott Governo, MSN, FNP/PNP, BC
(in Doctorate of Nursing Practice program)
Developmental Behavioral Pediatrics

Sigma Theta Tau Inductions

Alicia Eifler, BSN, RN; ED

Andrea Rushlow, BSN, RN
Critical Care and Stepdown Pools
Nursing Support Services

April Messer, BSN, RN
Medical/Surgical ICU (MSICU)

Cherry Odom, BSN, RN
Nursing Documentation Coordinator, NPER

Dawn Neuhauser, BSN, RN
Manager, Oncology

Deborah Robertson, BSN, RN
Nursing Support Services

Elizabeth Brown, BSN, RN
Trauma Care Unit

Elizabeth Erb, BSN, RN
Women's Surgery Unit

Gina Hallstrom, BSN, RN
8 North

Gina Woodard, RN
ED

Halley Rogers, Nurse Extern
Nursing Support Services

Hope Curry, BSN, RN
Neurotrauma ICU

John Sherman, BSN, RN,
REMTP, Air Medical, MAMA

Karen Parsons, BSN, RN
8 North

Kelly Bowers, Nurse Extern
Nursing Support Services

Kitty Williams, BSN, RN
Nurse Clinician, Cardiovascular OR

Laura Holler, Nurse Extern
Nursing Support Services

Leigh Angel, BSN, RN
Manager, 9 North Stepdown

Lora Deitz, BSN, RN
NUS, Nursing Support Services

Marsha Laird, BSN, RN
Staff Health Services

Mary Lucey, BSN, RN
Women's Surgical Unit

Melanie Pugh, RN
IV Therapy

Molly McDonough-Leota, BSN, RN
Mother/Baby

Monica Wooten, RN
Medical/Surgical ICU

Ralph Mangusan, BSN, RN
Cardiovascular Progressive Care

Susan Vincent, BSN, RN
MSICU

Nurses Week

Kick-Off Celebration

A special Nurses Week Kick-Off event was held May 4 in the MAHEC Auditorium. The program included:

- A presentation of background music and photos of Mission nurses across the organization, produced by **Leigh Angel, BSN, RN**, Manager of 9 Stepdown;
- Nursing Excellence Awards to 12 nurses and State of Nursing address by **Kathleen Guyette, MSN, RN, NE-BC, VP and CNO**;
- Keynote Address by renowned author **Bertice Berry, PhD**, who praised Mission nurses for their dedication to providing excellent patient care; and Blessing of the Hands ceremony, led by **Nancy McCall, RN, Pediatrics**.



Melanie T. Clark, RN, Mission Children's Specialists, and co-chair of R&R Council (left), paused with Dr. Bertice Berry (center) and Jeanie Bollinger, RN, of the Cardiovascular ICU/Recovery Unit, and chair of R&R Council (right) after Dr. Berry's standing ovation speech.

Mission Women Go Red!

Mission Hospital staff members volunteered on February 18 to offer morning and evening sessions of cardiovascular health risk screening, nutritional guidance, and educational information to female hospital employees. Nearly 250 women took advantage of this awareness campaign sponsored jointly by the Heart and Women's Service Lines.

Staff member volunteers paused for a picture during health screenings:



Seated L-R:

Debbie Kirkman, RN-BC, BSN,
Cardiovascular Outreach

Sarah Hinson

Community Health Enhancement

Kathy Bryson, RN, Utilization Review

Val Pulsifer, RNC, NUS, Mother/Baby

Irisha Pomerantzeff, Russian Interpreter

Standing L-R:

Brett Mills, CNA, Staffing Pool
Linda Y. Smith, RN, MSN, IBCLC, CNS
for Neonatal, Women's, and Mother/Baby

Kathleen Leake, RN,

ED Chest Pain Observation Unit

Lisa Wilcocks, RNC, Mother/Baby

Frank Castelblanco, RN,

Heart Regional Services

Fern Webb, Tobacco Addiction Specialist

Clinical

Affiliations

Coordinated by **Tina Barnes**, MSN, RN, NEA-BC, CAPA, Manager of Professional Nursing Practice, NPER (January-September). Coordinated by **Cheryl Gibson**, MSN, RN-BC, Nursing Education Specialist II, Nursing Practice, Education & Research (October-present).

Mission Hospital serves as a primary clinical site for the following Colleges and Universities in nursing and allied health:

Asheville-Buncombe Technical Community College

Asheville, NC
Nursing, Surgical Technology, and Emergency Medical Sciences Students

Blue Ridge Community College

Flat Rock, NC
Nursing and Surgical Technology Students

Mayland Community College

Spruce Pine, NC
Nursing Students

Region A Nursing Consortium

Clyde, NC
Nursing Students from Haywood Community College, and Tri-County Community College

Western Carolina University

Cullowhee, NC
Undergraduate and Graduate Nursing, and Emergency Medical Care, Physical Therapy Students

Additionally, Mission Hospital serves as a site for clinical practicum experiences for Colleges and Universities in various programs in the Nursing division, including:

Emergency Medical Science
Exercise Science
Genetic Counseling
Graduate Nursing
Health Information Technology
Medical Technology
Nurse Midwifery
Nursing
Physical Therapy
Radiation Therapy Technology
Respiratory Therapy
Sonography
Speech-Language Pathology
Surgical Technology and other specialties.

Mission Hospital serves as a site for clinical practicum experiences for the following Colleges and Universities:

Appalachian State University
Arcadia University
Case Western University
Catawba Valley Community College
Central Piedmont Community College
Chattanooga State University
Duke University
East Carolina University
East Tennessee State University
Edgecombe Community College
Elon University
Emory University
Frontier School of Midwifery & Family Nursing
Gardner-Webb University
Georgia State University
Lebanon Valley College
Lees McRae College
Lenoir Rhyne University
Mars Hill College
North Georgia College & State College
South College
Southwestern Community College
University of North Carolina-Chapel Hill
University of North Carolina-Charlotte
University of North Carolina-Greensboro
University of Tennessee
Western Carolina University
Western Piedmont Community College
Wingate University
Winston-Salem State University

Professional

Organizations Leadership

Adam King, CNA I; Unit Assistant I; Coli ICU

National Region III Vice President of Health Occupations Students of America

Andi Williams, RN; Coordinator, Integrative Health

Serves on the American Holistic Nursing Association (AHNA) Practice Council.

Barb Marsh, BSN, RN, MHS, CPAN; Nurse Education Specialist II, NPER

District Contact of Mountain Area PeriAnesthesia Nurses (MAPAN) for NC Association of PeriAnesthesia Nurses (NCAPAN)

Barb Radford, MSN, RN-BC; Nursing Education Specialist II, NPER

Awards Committee for NC Nurses Association (NCNA)
Great 100 Scoring/Selection Committee

Cheryl Gibson, MSN, RN; Nurse Education Specialist II, NPER

Board Member of University of North Carolina-Chapel Hill School of Nursing
Foundation and Marketing Chair
President of Sigma Theta Tau, Eta Psi Chapter and Eta Psi Chapter Leadership Succession Committee

Chris Ford, RN, CPAN, CAPA; Post-Anesthesia Care Unit

Treasurer of NCAPAN

Cherry Odom, BSN, RN; Nursing Documentation Coordinator, NPER

NCONL District One Secretary
NCONL Board of Directors member and Chair of Information Services Committee
Great 100 Fundraising Committee Co-chair

Craig Harris, BSN, RN, MPH, CCRN; Manager of Cardiovascular ICU and Recovery Unit and CV Progressive Care (CVICU/RU & CVPC)

NCONL District One Co-chair, outgoing, NCONL Board of Directors member

Denise Anthes, BSN, RN, MBA, HN-BC, HTCP, HTI; Holistic Nurse Specialist;

Serves on the Research Council for International Healing Touch Program
Member of the MAHEC Regional Advisory Council

Ginny Raviotta, MN, RN, NE-BC; Director, Women's and Children's Services

NC Perinatal Quality Collaborative Advisory Board Member

Heidi Sherman, MSN, RN-BC, Nursing Education Specialist II, NPER

Curriculum Review Committee at WCU

Joyce Hillman, BSN, RN, CAPA; Post-Anesthesia Care Unit

Member-at-large for NCAPAN

Kathy Daley, MSN, RN, CCRN-CMC-CSC, CPAN Clinical Nurse Specialist for Research; NPER

Editor of the national biannual newsletter for American Society of PeriAnesthesia Nurses (ASPAN) Geriatric Specialty Practice Group
Board of Directors Member of NCAPAN

Lourdes Lorenz, MSN, RN, NEA-BC, AHN-BC; Director, Integrative Healthcare

Serves on task force for AHNA Holistic Nurse Coaching certification, Serves on the Research Council for International Healing Touch Program
Serves on the Health Advisory Council for Institute of Emerging Issues, Raleigh, NC, Leader for WNC Holistic Nursing Chapter

Marsha Laird, BSN, RN; Staff Health/Occumed

WNC Association of Occupational Health Nurses (WNCAOHN)
Outgoing President, WNCAOHN Treasurer elect

Mary Lou Adams, BSN, RN, CCRN, CSC; Unit Educator for CVPC

WNC American Association of Critical Care Nurses (AACN) Chapter President

Mary Richard, BSN, RN-BC, CES; Director, Heart Path

President, NC Cardiopulmonary Rehabilitation Association, the state affiliate of the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR), Member, AACVPR's Program Certification/Recertification Committee

Michelle Moore, BSN, RN, CCRN, CSC; Asheville Surgery Center

WNC AACN Treasurer

Tina Barnes, MSN, RN, CAPA; Manager, Professional Nursing Practice

NCONL District One Co-chair, incoming, NCONL Board of Directors member



NURSING
THROUGH PROFESSIONAL PRACTICE
EXCELLENCE

2010 Quality Day

Winning Posters

Julie Bell, Anne Ramirez, Tonja Schroder, and Linda Y. Smith for “NICU/Peds Collaboration Standardizes Syringe Medication/Flush to Improve Quality, Consistency.”

Martha Hoskyns, Dr. Christina McQuiston and team for “Implementing a Geriatric Hip Fracture Program.”

Bryanna Gibbs and Katie Chetham for “PCCN Building a Culture of Certification.”

The People’s Choice Award went to **Maria Hines** for “Helping Hands: Junior Volunteers Work as Lifeguards Against Harm.”

Natioal Accreditation Program

for Breast Centers

In August, the Cancer program hosted surveyors from the National Accreditation Program for Breast Centers, who reviewed our Breast Cancer Program. This review included several areas of the hospital, including Radiation Therapy, Breast Center, Asheville Imaging, inpatient units where post-op breast care is provided, as well as private practice office documentation related to breast care follow-up. A Breast Steering committee, consisting of breast surgeons, pathologists, medical oncologists, radiation oncologists and many others worked together for the past year to ensure our compliance of the 27 required standards of care.

Our Breast Program received a three-year/full accreditation with the National Accreditation Program for Breast Centers (NAPBC)! We were found to be fully compliant with all 27 standards.

The very positive comments of the surveyor validate that we have an outstanding team providing exceptional care!

“Kelly Condra, MD Radiation Oncologist, serves as the physician champion/breast program leader of Mission Hospital’s Breast program. Her ability to stimulate academic and meaningful dialogue at the Pre-treatment Breast Conference is without question.”

“Asheville Imaging, MQSA-certified and ‘on-site,’ includes 30 plus ACR-certified radiologists who read up to 200 screening studies daily.”

“Mission’s Breast Program has one of the most comprehensive ‘navigation’ programs in place that I have seen in my experience as a reviewer. The attention paid to patient needs and education is impressive. There are two breast care navigators that provide more than full-time services in the way of patient navigation from the time of initial complaint/abnormal imaging all the way through to treatment and survivorship.”

“Mission’s Breast program has managed to maintain a ‘community, small-town’ feeling in caring for its breast patients. However, the programs volumes in caring for patients throughout 17 counties in North Carolina prove that the program is anything but ‘small.’ All members of the team show genuine enthusiasm for providing these patients with the best in breast care. The administrative support in funding the staff and technology necessary is also most impressive.”

Professional Educational Achievement Recognition

(PEAR)

In June 2010, Mission Hospital finalized the Nursing Education & Practice Retention Grant, a three-year federal grant through the Health Resources & Services Administration (HRSA), Bureau of Health Professionals. The grant aligned with the Professional Educational Achievement Recognition (PEAR) program and provided funding for the administrative facilitation and curriculum development for professional development and clinical courses.

Cheryl Gibson, MSN, RN-BC, Nursing Project Coordinator; **Heidi Sherman, MSN, RN-BC**, Staff Development Coordinator and **Thresa Lukacena, Media Specialist and Office Technician**, provided oversight for the PEAR Program through Nursing Practice, Education & Research. The Mission Healthcare Foundation facilitated the financial management of the grant resources.

Infection Prevention

Nurse Liaisons

The first meeting of the new Infection Prevention (IP) Nurse Liaison Program was held on August 15.

Rachel Long, MT, MEd, CIC, Manager of IP and Public Health Epidemiologist, hosted 30 nurses from 26 nursing areas. The key purpose of the group is improvement of patient outcomes by facilitating better understanding of:

- 1) IP reports at Mission
- 2) How IP monitors infections
- 3) Nosocomial infections
- 4) The “bugs” that cause infections
- 5) Process improvements to decrease patient infections.

Registered nurses who participated in the first IP meeting were:

Anita Lyda, Medical Surgical Progressive Care
April Parr, Neurotrauma ICU
Brenda Smith, Manager, Women’s Surgical Unit
Carol Jackson, Director, Nursing Support Services
Cathy Retskin, Labor and Delivery
Cheryl Roper, ED
Christina Hamizidis, Trauma Care
Corrienne Billings, Neurosciences
Debbie Lewis, IV Team
Jennifer Kerley, MCSD
Joan Heatherly, 8 North
June Clement, General Surgery
Kimmie Anderson, Children’s Dental
Lauren Krance, Renal Medicine
Laurie Downs, Manager, Coli ICU
Leigh Angel, Manager, 9 North Step Down
Lisa Boone, General Surgery
Lisa Williams, Renal Medicine
Lynn Godfrey, Medical Surgical ICU
Margaret Holmes, Neonatal ICU
MarySue Carson, Manager, NTICU
Melanie Goodwin, Coli ICU
Morgan Barrett, NUS, MCSD
Penelope Wortman, Psychiatric Services
Shae Lynn Byas, Mission Children’s Specialists
Sheri Norman, Asheville Surgery Center
Toni Crabb, Pulmonary Medicine Stepdown
Tracie Patterson, Dialysis
Tricia Kelly, NUS, CVICU
Zachary Clement, Manager, 7 North

Geriatric Resource

Nurses

During 2010, thirty-four Geriatric Resource Nurses (GRN) graduated from special classes at Mission Hospital bringing the total to 230 GRNs trained across the hospital, including the Emergency Department and outpatient areas. A similar program is available for non-licensed personnel such as nursing assistants, called the Geriatric Trained Provider (GTP) program. There are 30 GTPs working at Mission. In 2010, 18 staff graduated as GTPs (12 from Mission and six from the Council on Aging). The Mission GRN/GTP program is part of a nationwide organization called Nurses Improving Care to Health System Elders. GRNs are involved in many initiatives throughout the hospital to improve the bedside care of older adults, including delirium prevention, fall prevention and reduction of catheter-associated urinary tract infections.

Two GRNs were honored for their outstanding service to the elders at Mission, **Barb McElroy**, RN, Nursing Support Services, and **Joy Brooks**, RN in the ED. Both are tireless advocates for their patients and role models for staff. **Linda Hensley**, CNA in CICU was awarded GTP of the Year for her dedication to individualized patient care and leadership in elder care.

Other GRN projects in 2010 included educating unit staff on geriatric order sets, such as the geriatric pain protocol, PRN Elder care order set, and geriatric acute delirium plan.

Another GRN program was added that brings together 15 community nurses from Community Care of WNC and local long-term care facilities. The goal is to promote smooth transitions for elders, as they move through different health care settings, through collaboration between staff at these settings. We learn the needs of each level of care, and strive to strengthen communication to provide the best care possible for the elders of our community. Nursing Practice, Education, and Research and Senior services collaborate in providing the GRN/GTP program.

“The goal is to promote smooth transitions for elders, as they move through different health care settings, through collaboration between staff at these settings.”

Diabetes Resource

Nurses

Started in 2009 and supervised by **Tish Alspach**, RN, MPH, Inpatient Glucose Coordinator, the Diabetes Resource Nurse (DRN) program has graduated 161 nurses from 42 departments. Of these DRNs, 32 graduated in 2010.

The function of the Diabetes Resource Nurse is to:

- Serve on their units in a resource capacity.
- Utilize the knowledge gained through the training session and the follow-up classes to enhance their knowledge of diabetes.
- Assist their peers to develop strategies on their units to maintain patients' glucose levels within target ranges.
- Share the information that they have acquired with nurses on their units.
- Develop and utilize relationships with the Inpatient Diabetes Clinicians.

Holistic Resource

Nurses

Since April 2009, there have been 231 Holistic Resource Nurse (HRN) Program graduates. Forty-one of those graduated from four classes in 2010.

This course, sponsored by the Integrative Healthcare Department, focuses on evidence based nursing practices and the core values of Holistic Nursing from the American Holistic Nurses Association and the American Nurses Association. The class guides nurses in the art and science of holistic nursing and offers ways of thinking, practicing, and responding both personally and professionally to bring healing to the forefront of healthcare.

Emphasis is placed not only on preparing for the Holistic Nursing Certification (HNC) exam, but in preparing Mission nurses to serve as Holistic Resource Nurses in their roles as clinicians, educators, and researchers. Components of this course include an organized base of knowledge, competencies, definitions, theories, and research. Course content is applied during 24 hours of classroom experience over three weeks.



Pediatric Resource

Nurses

The Pediatric Resource Nurse (PRN) Program was begun in 2010 with the goal of improving pediatric care at Mission Hospital and throughout Western NC.

The program is offered to nurses locally and regionally. Pediatric care in this hospital and two area organizations was positively impacted by projects resulting from nurse participation in the first two groups, listed below.

Three programs were offered in 2010 with 52 graduates.

NURSE GRADUATES FROM:

ED
Copestone
Asheville Surgery Center
Endoscopy
Nursing Support Services
Genetics

REGIONAL NURSE GRADUATES FROM

Angel Hospital
CarePartners
Haywood Hospital
Harris Hospital
McDowell Hospital
Pardee Hospital
Transylvania Hospital

Projects from the First Two Pediatric Resource Nurse Programs:

- Needle gauge/lengths/sites – Mission ED
- Risk of increased QT Interval in children taking antipsychotics - Copestone
- Pediatric Pain Scales – Mission ED
- Trauma Orientation – Mission ED
- Soft language suggestions posted at nursing unit – Pardee Hospital
- Pediatric Education Series – CarePartners
- Oral Rehydration Therapy protocol – Mission ED and Inpatient
- Temporal Artery Thermometry – Mission ED and Inpatient
- Decorating 4 waiting rooms for pediatric patients/families – Mission ED
- New cleanable, child-friendly books - Asheville Surgery Center
- Pediatric intravenous start/lab draw kits - Mission ED
- IV teaching book - Mission ED
- Broselow arm bands – Copestone
- Weight at triage – Mission ED
- Distraction bucket – Pardee Hospital
- Toy Cleaning policy and set-up – Pardee Hospital
- Relationship between nausea and vomiting and fluid deficit – Asheville Surgery Center

Nurses and other key staff members who helped plan and/or teach the 2010 PRN courses were:

PLANNED AND TAUGHT

Julie Bell, MS, RN, CPN
Kellie Burgess, BSN, RN, CPN
Kim Delk, BSN, RN, CPN
Amber Hyman, RN, CPN
Karen Joyce, BSN, RN
Donna Lingerfelt, BSN, RN, CPN
Mickee Messino, BSN, RN, CPN

Cheryl Morris, BSN, RN, CPN
Linda Rodemaker, RN, CPN
Tonja Schroder, BSN, RN, CPN
Blair Simmons, BS, CCLS, Child Life Specialist

PLANNED

Courtney Crumpton, BSN, RN, CPN

TAUGHT

Allison Brown, RN, BSN, CPN
Gail Gordon, RN
Julian Cate, BA, CCLS, Child Life Specialist
Amy Fisher, CCLS, Child Life Specialist
Cindy McJunkin, BSN, RN, SANE-P, SANE-A
Jodi Yaver, MSN, PNP-BC
Bonita Wiedenaupt, RN, CPN

Baby Friendly

Designation

In 2010, Mission Hospital became the first hospital in NC and one of 89 in the US to earn Baby Friendly designation. The rigorous certification initiative to encourage women to begin and continue breastfeeding is part of an international UNICEF /World Health Organization (WHO) effort designed to give babies the immediate and long-term health benefits of breastfeeding.



FRONT LEFT TO RIGHT

Ginny Raviotta, MN, RN, NE-BC
Director of Women's and Children's Services

Joni Lisenbee, Lactation Center Coordinator

Kathleen Guyette, MSN, RN, NE-BC
Vice President and CNO

Kim Delk, BSN, RN, CPN
Manager of Pediatrics

BACK LEFT TO RIGHT

Patrick Ryan, BSN, RNC, CCE
Manager of Mother/Baby

Kim Reik-Johnson, RN
Manager of Neonatal ICU

Brenda Smith, BSN, RN, NE-BC
Manager of Women's Surgical Unit

In a two-day survey, over 60 physicians, staff members, senior leadership, and new mothers proved Mission's compliance with the Ten Steps to Successful Breastfeeding for Hospitals, as outlined by UNICEF and WHO. The Mission Healthcare Foundation helped accomplish the extensive staff education of 250 people by purchasing the 18 hours of mandatory online education.

(Scope, Vol. 15, #9, May 7, 2010)



Clinical Ladder Program

The Registered Nurse Clinical Ladder Development team was formed in September 2009 to create an advancement system for the non-supervisory Registered Nurse. The team of direct care Registered Nurses, Nurse Leaders, and Nurse Educators, began with a literature search and review of clinical advancement models. The timeline for implementation was discussed and created over the span of the next months.

The purpose of the Clinical Ladder program, supervised by **Cheryl M. Gibson**, MSN, RN-BC, Education Specialist II, NPER, and guided by the Clinical Ladder Council, is to promote excellence in clinical nursing practice; develop and recognize nursing care quality; support the highly experienced Registered Nurse in direct care; facilitate career and professional development; and enhance retention and recruitment.

The Registered Nurse will submit a Clinical Ladder Portfolio including: resume or curriculum vitae; clinical exemplar; elements of evidence; and, evidence based project or research project. The Clinical Ladder Portfolio provides the Registered Nurse an opportunity to showcase professional achievements and critical thinking skills. October-December 2010 marked the first opportunity for Registered Nurses to apply to advance to Level 3 of the Clinical Ladder Program. We celebrate 52 Registered Nurses that achieved Clinical Ladder Level 3 in February, 2011.

Councilor Model

Growth Timeline

In August, 2009, the Nursing Governance Board (NGB) was established as the central body for Mission's Nursing Shared Decision Making Councilor Model. From then to the end of December, 2010, the major hospital-wide councils grew from six to eight major councils and three supporting councils.

January 20, 2010 First meeting of the Nursing Night Council.

April 2010 Supporting councils added:

- Clinical Ladder
- Marketing & Communications
- Retention & Recognition

May 25, 2010 Organizational meeting of Advanced Practice Nursing Council.

Noteworthy accomplishments of the NGB during 2010 include:

- Formation of a subcommittee which developed the Nursing Strategic Plan based on the five components of the Magnet® model and linked to the goals of the Mission Hospital Strategic Plan.
- Representation at Nursing Professional Practice Fairs in February and April on four hospital campus areas to increase awareness of the Councilor Model of Shared Decision Making.
- Decision to include brief summary reports of each council's monthly meeting in Nursing News each month.
- Endorsement of Guidelines for Managers' Weekly Newsletters and monthly Nursing News, plus
- Guidelines for Abstracts, Posters, Speakers, PowerPoints, and Articles for Publication.



In Memoriam:

Remembering Our Colleagues

Memories of their teamwork, kind words, and friendly spirits live on long after they have gone.

They are remembered for their service to our patients.



Fran Carter

Health Unit Coordinator
7 North



Teri Seaver

Emergency Department



Penny Hensley

Lab-Pathology



Joel Severson

Emergency Department



Fred Robbins, CRNA

Asheville Anesthesia Associates
at Asheville Surgery Center



Nancy Ammons, BSN, RN, OCN

Oncology



NURSING
THROUGH NEW KNOWLEDGE,
INNOVATIONS & IMPROVMENTS
EXCELLENCE

TITLE	STUDY TYPE	PRIMARY INVESTIGATOR
Nurses' Attitudes Toward Obesity	Quantitative	Diane Davis, MSN, RN <i>Cardiology ICU</i>
Is there a difference in the completeness of discharge instruction when utilizing the electronic record versus the paper template instructions?	Quantitative	Vickie West, MSN, RN <i>Manager of 6 North</i>
Does Medication Error Reporting Increase with Anonymity?	Quantitative	Kristina McCall, MSN, RNC
Effect of a Pediatric Resource Nurse Program on Knowledge, Skills, and Comfort of Non-Pediatric Nurses	Quantitative	Julie Bell, MS, RN, CPN <i>Clinical Nurse Specialist, Pediatrics</i> <i>NPER</i>
		Cheryl Morris, BSN, RN, CPN <i>NUS on Pediatrics</i>
		Tonja Schroder, BSN, RN, CPN <i>Nurse Educator I, Pediatrics, NPER</i>
Assessing Impact of Breastfeeding-friendly Programs in North Carolina's Hospitals on Mothers' Satisfying Intention to Breastfeed	Quantitative	Joni Lisenbee, BSN, RN, IBCLC <i>Lactation Center Coordinator</i> <i>WNC Breastfeeding Center</i>
Impact of Education on Confidence Level of Nurses Caring for Families Experiencing a Pregnancy Loss	Quantitative	CJ Smart, BSN, RN <i>Nurse Clinician, Fullerton Genetics</i>
		Brenda Smith, BSN, RN <i>Manager, Women's Surgical Unit</i>
Preparing the New Graduate Nurse: Evaluating the New Graduate's Self-Efficacy (or Self-Reported Comfort in Competence) of a restructured critical, progressive and emergency care orientation model	Quantitative	Jennifer Forbes, BSN, RN <i>Medical/Surgical ICU</i>
Proactive Palliative Care in Intensive Care Units: Does It Impact a Patient's Length of Stay?	Quantitative	Pam Chandler, BSN, RN
Interactive Teaching Strategies and the Effect on Knowledge and Outcomes	Quantitative	Darlene Schleider, BSN, RN <i>Nursing Education Specialist I NPER</i>
		PROJECT COMMITTEE: Lucille Travis, PhD <i>Professor, University of NC Charlotte</i>
		Regina Phelps, PhD, RN, NEA-BC Director, NPER
		Michele Deck, RN, MEd, BSN, LCCE, FACCE; <i>Creative Teaching Strategies Expert</i>
		Heidi Sherman, MSN, RN-BC <i>On-line Learning Expert</i>
Cathy Hebert, MSN, GCNS-BC Content Expert		

Heart Days Poster

Winners

PEOPLE'S CHOICE

Jill Howell, MSN, RN, Nurse Clinician for Surgical Services, "Beta Blockers"

First Place

Heart Path staff members **Gail Stephens, RN; Virginia Fox, RN; and Cathy Gibson, PH. I Assistant, "Patient Teaching"**

Second Place

Cathy Hebert, RN, MSN, CNS for Geriatrics "Managing Geriatric Delirium"

Third Place

Bonnie Oliver, RN, American Heart Association Nursing Education Specialist I; Jill Rabideau, RN, Medical/Surgical Pool, Nursing Support Services; and Lora Deitz, BSN, RN, NUS for Nursing Support Services, "Sim-Man"

Nursing Evidence-Based Practice Projects

TITLE	DESCRIPTION	PRIMARY CONTACT	UNITS INVOLVED
Delirium in the Elderly	Delirium protocol defined and impact made	Kathleen Leake, BSN, RN; <i>Chest Pain Observation Unit</i> Kimberly Roten, RN, ED	All Mission Hospital Units Chest Pain Obs
Delirium Reduction: Moving Ahead With Hospital-Wide Initiative	All processes in place to decrease delirium	Maria Hines, RN-BC, Nurse Educator, <i>Senior Services</i> Cathy Hebert, MSN, RN, GCNS-BC, <i>Geriatric Clinical Nurse Specialist, NPER</i> Nancy Smith Hunnicutt, <i>Coordinator of Dementia Responsive Care</i>	Senior Services
Progressive Mobility Protocol	Effect of increased mobility in CVICU patients	Dawn Green, RN, CCRN, CSC; <i>Nurse Educator for Cardiovascular ICU and Recovery Unit (CVICU/RU)</i> Jeanie Bollinger, BSN, RN, CCRN, CSC; <i>CVICU/RU</i>	CVICU
ICU Initiatives for Patient-Centered Care	Mobility, delirium protocol, decrease incidence of Catheter Associated Urinary Tract Infections, Ventilator Associated Pneumonia, Central Line Associated Blood Stream Infections, and Pressure Ulcers	Chris Taylor, BSN, RN, CCRN <i>Nurse Educator, Critical Care</i> Linda Bugg, MSN, RN <i>Manager, Medical/Surgical ICU</i> Laurie Downs, BSN, RN <i>Manager, Coli ICU</i>	Coli ICU , MSICU
Precedex and Sedation	Use of Precedex for extubation with decreased side effects	Chris Taylor, BSN, RN, CCRN Nurse Educator, Critical Care Tiffany Gardella, RPH <i>Pharmacy</i>	Coli ICU
Intravenous Insulin Pilot	Tighter control for hyperglycemia	Chris Taylor, BSN, RN, CCRN <i>Nurse Educator, Critical Care</i> Janice Hovey, RN <i>Inpatient Glucose Clinician</i>	Coli ICU

Registered Nurse Outcome Based Projects

LAST NAME	FIRST NAME	DEPARTMENT	OUTCOME BASED PROJECT
Allen	Crystal	Labor & Delivery	Can we increase breastfeeding rate/documentation within first hour of neonatal life? Can we improve documentation of skin to skin contact with baby/mother at birth?
Anderson	Rhonda	Cath Lab	How can we decrease turnover time in cath lab and improve the flow?
Baskervill	Laura	Pediatrics	Use of infrared temporal artery thermometers for pediatric patients
Beachem	Laura	Cardiac ICU	Guidelines for visitation in the intensive care
Beckham	Linda	Endoscopy	Planning, developing, & coordinating a fall regional nursing conference for Western North Carolina Society of Gastroenterology Nurses & Associates
Biddix	Velda	IV Therapy	Central Line Associated Blood Stream Infections (CLABSI)
Bollinger	Jeanie	Cardiovascular ICU	Progressive upright mobility process
Brooks	Joy	Emergency Department	Emergency Department wait times: Was there a process to decrease wait times & increase patient satisfaction?
Carlson	Debra	Neonatal ICU	Practice recommendation: incorporating discharge teaching during NICU stay
Carver	Athena	Neonatal ICU	How can discharge teaching be improved in NICU?
Case	June	Inpatient Wound Care	Would unit based Wound Ostomy Continence Nurse (WOCN) & monthly pressure ulcer surveillance improvement improve Hospital Acquired Pressure Ulcer (HAPU) rate?
Cathey	Mary	Operating Room	Is there a process to improve specimen labeling in the Operating Room? OR Control Plan
Coleman	Darren	Oncology	Do Mission Hospital's current chemotherapy policies reflect the most current standards of practice set forth by the ASCO/ONS joint standards, ONS, OSHA, and NIOSH?
Conrad	Christine	Labor & Delivery	Do adult survivors of sexual abuse have a high risk for a negative or traumatic birth experience? Creation of a Survivor Services Program.
Davis	Diane	Cardiac ICU	Patient/Nurse comfort and satisfaction with two methods of femoral sheath removal
DeGrave	James	Inpatient Wound Care	Can we reduce Hospital Pressure Ulcer (HAPU) incidence rates on a consistent basis to improve patient outcomes and avoid cases or non-reimbursement?
Duffy	Diane	Labor & Delivery	Optimizing thermoregulation in the healthy neonate during the first few minutes after birth
Eifler	Alicia	Emergency Department	Parental education & oral rehydration therapy in pediatric patients to prevent ED visits, revisits, & admissions due to severe dehydration
Emmert	Katy	Mother Baby	Visitation practices in mother baby to implement quiet time
Ensley	Alison	Emergency Department	Will increased knowledge and comfort with the pediatric patient lead to better care? Focus: trauma education
Forbes	Jennifer	MSICU	Preparing the new graduate nurse: evaluating the new grad self-efficacy
Gambrell	Dianne	Surgical Pre-Op	Communication between physicians & staff
Ganatra	Meera	Neonatal ICU	Evidence for providing better & earlier supportive developmental care to premature infants
Genito-Tamaray	Kathleen	Cardiovascular ICU	Preventing phlebotomy blood loss in ICU patients through the use of 3-way stopcock
Gibbs	Bryanna	9 Stepdown	What are the barriers to pursuing & successfully obtaining certification? How do we overcome these barriers? What are the benefits to certification?

Registered Nurse Outcome Based Projects

LAST NAME	FIRST NAME	DEPARTMENT	OUTCOME BASED PROJECT
Hipps	Lou	Outpatient Heart Path	What impact does a cardiac rehab-based, group health coaching intervention have on the lifestyle on the participants, in addition to a traditional advisory service in relation to the activity program at hand?
Houck	Jessica	Neonatal ICU	Application of cycled light in NICU
Justice	Beth	Asheville Surgery Center	Integrative Clinical Information System Collaborative Project & the timing of physician orders before & after the implementation of CPOE
Kaylor	Jennifer	Inpatient Wound Care	What is the rate of skin tears at Mission Hospital? How can we reduce this number? Is staff education & implementation of a prevention protocol efficacious in reducing skin tears & assuring treatment according to policy (Simple Wound Protocol #9.15)?
Liberatos	John	Pediatrics	Use of Smart Pump/guardrail technology in the Pediatric population
Lingerfelt	Donna	Pediatrics	Is there a need for palliative care education for patients with life limiting or life ending illness?
Logan-Thompson	Carol	Radiation Oncology	Implementation of a nicotine cessation/performance improvement program in radiation oncology
McElreath	Katherine	Labor & Delivery	Patient repositioning & pressure ulcers after epidural injections.
McJunkin	Cynthia	Mission Children's Specialist	What is the best practice to obtain accurate history from a preschool child who may have been abused?
Mitchell	Susan	Mother Baby	Women's experience of abnormal papanicolaou smears
Moore	Michelle	Asheville Surgery Center	Why are Urine Pregnancy Tests (UPT) performed for pre-surgical patient in the outpatient setting?
Myer	Deb	Mother Baby	Visitation practices in mother baby to implement quiet time
O'Neil	Linda	Cardiovascular ICU	Suction canister placement in the unit; investigation of product change
Pinkerton	Kim	Neonatal ICU	Buccal care with human milk for the low birth weight infant (<1500 gms)
Postlewaite	Cheryl	Inpatient Wound Care	How can the pressure ulcer rate be reduced at Mission Hospital?
Pugh	Melanie	IV Therapy	How effective are saline flushes when compared to heparin flushes in maintaining patency of central venous access devices in hospitalized adult patients?
Ratzlaff	Kitty	Endoscopy	Change in standard of care for Automated Implanted Cardiac Defibrillators (AICD) & inquiry to update practice standard
Retskin	Cathy	Labor & Delivery	Is it possible to give healthy adults too much IV fluid? Retrospective chart review of IV fluid documentation
Rice	Rosemary	Asheville Surgery Center	Why are Urine Pregnancy Tests (UPT) performed for pre-surgical patient in the outpatient setting?
Riportella	Christine	Asheville Surgery Center	Why are Urine Pregnancy Tests (UPT) performed for pre-surgical patient in the outpatient setting?
Rockstroh	Colleen	Inpatient Wound Care	Interventions to decrease the Hospital Acquired Pressure Ulcer (HAPU) rate at Mission Hospital
Sawyer	Barb	Air Medical	What is the effect of duration of duty of patient care performance in air medical crews working longer than 12-hour shifts?
Schafer	Julia (Watts)	Cardiovascular ICU	Standardization of practice: post-operative order set
Smith	Betsy	Vascular Center	Will customization of current electronic documentation system assist with implementation of electronic charting in interventional nursing compliance with regulatory standards?
Spaeth	Cynthia	Neonatal ICU	Pulse oximetry testing of the high risk infant in a personal car seat
Wilkinson	Jennifer	Neonatal ICU	Buccal care with human milk for the low birth weight infant (<1500 grams)
Wilson	Angela D.	Inpatient Wound Care	Differences between neonatal/pediatric skin, give the healthcare provider information that enable selection methods of prevention & various treatment modalities for a variety of wound types that is based on current research

IHI Teams

In July, 2009, five Mission Hospital leaders were invited to Washington D.C. to share Mission's success in providing low-cost, high quality healthcare. The one-day symposium was conducted by the Institute for Healthcare Improvement (IHI), a worldwide leader in healthcare quality improvement.

From that meeting came a unique offer from IHI: on-site consultations to take an even closer look at Mission's processes. After an assessment and evaluation of Mission Health System's quality initiatives, IHI representatives presented the final report and recommendations on March 19, 2010, to an estimated 100 Mission Health System leaders, including board members, physicians and administrators. (Scope, Vol. 15, #7, April 2, 2010)

Based on the IHI report, several teams were established to begin the process of achieving Mission's aim of attaining breakthrough levels of performance and national quality leadership.

IHI Critical Care Team – Sedation Holiday

Team Purpose:

Sedation Holiday to eliminate, in qualified patients, continuous sedation, in an effort to reduce length of stay and Ventilator Days in critically ill patients in the MSCIU and then spread to all ICUs in the Hospital

Multidisciplinary Rounds Tool to streamline and standardize the RN communication to the Critical Care Team during daily rounds, and then spread to all ICUs in the Hospital

Spontaneous Breathing Trials - upcoming

Derek Hudson
Cora Small
Connie Wright
Jill Jones
Jim Humble
Laurie Morgan

Martha Shetley
Patricia Fricks
Paula Blankenship
Sharon Wilson
Dr. Shaw Henderson

IHI Medication Management Team – Coumadin Therapy

Team Purpose

To assist patients on Coumadin with better outcomes and an INR range of 2 – 3 throughout their hospital stay; provide Coumadin instructions to all patients on Coumadin; provide INR follow – up

Janie Fielder
Sue Bradburn

Dr. Julian Ferris
Brenda Asplund

IHI Medical Surgical Team – SBAR

Team Purpose:

The communication between providers and nursing staff is essential to deliver quality, safe, cost-effective care to our patients. The SBAR tool will equip clinicians with the information required to make complete decisions regarding the patient's care. It will guide nurses to deliver concise and organized information including recommendations when contacting providers concerning their patient. This will improve the quality of the communications, increase staff satisfaction, and result in increased patient satisfaction. The overall goal is to promote a culture of safety and reduce patient harm.

Sallie McCall
Dr. Scott Joslin
Linda Anderson
Evadora Boyd

Jamie Cardwell
Janet Ray
Dawn Fraga
Nicole Carter

IHI Peri-Operative Team – WHO Checklist

Team Purpose:

Increase compliance with the use of the World Health Organization (WHO) Safe Surgery Checklist

Laurann Adams
Vicky Arnold
Dr. Michael Lecroy
Ruth McKee
Doug Roberts
Dr. Andrew Hart
Donna Peek

Dianne Gambrell
Patricia Adamson
Chris Brown
Larry Buckner
Donna Neimer
Rachel Long

Nursing Research

Fiesta

A Research Fiesta was presented on May 5 in the Glenn Theater, featuring original nursing research presentations and six evidence-based project posters displayed in the Stevens Board Room. The event, organized by **Kathy Daley**, RN, MSN, CCRN-CMC-CSC, CPAN, Clinical Nurse Specialist for Research, revolved around a Cinco de Mayo theme of celebrating nursing accomplishments.

Research speaker presentations were:

- **Linda Anderson**, MSN, RN
Director of Adult Medical and Surgical Units – The Effects of Purposeful Rounding by Management and Nursing Staff on Staff Satisfaction, Patient Satisfaction and Safety
- **Heidi Sherman**, MSN, RN-BC
Nursing Education Specialist II, NPER – Blended vs. Lecture Learning: Outcomes for Staff Development
- **Melissa Ballard**, FNP, RN, and **Danette Brinkley**, FNP, RN
both of the Mother/Baby Unit – Literacy in Post-partum women in Western North Carolina
- **Kathy Hefner**, MSN, RN
Director of Heart Services – Timeliness of Coronary Reperfusion in ST-Segment Elevation Myocardial Infarction After State System Implementation: Are There Gender Differences?

Mission Hospital

Research Institute

The Mission Hospital Research Institute nurses with the assistance of others coordinated 32 research studies in 2010. The support of these studies involved completing study start-up activities, completing regulatory requirements, conducting in-services for Mission staff, completing Institutional Review Board and Research Administrative submissions, as well as consenting patients, monitoring patients throughout the research interventions, and performing patient follow-up procedures.

During the past year, a total of 1108 patients were screened for potential research participation, and nine new research studies were implemented involving seven therapeutic areas. The areas include cardiovascular, vascular, and general surgery, orthopedics, neurology, trauma and general medicine. These studies provide valuable information for improving the care of patients with conditions such as heart valve disease, vascular disease, stroke, traumatic brain injury, hernia repair, several orthopedic injuries, as well as flu and deep vein thrombosis (DVT) prevention.

The research nurses who help promote research opportunities for our patients and staff are: **Rachel Alosky**, BSN, RN; **Claudine Cuento**, BSN, RN, CCRP, CCRP; **Lynne Hampton**, MBA, MHA, RN, CCRP, CCRP, Manager of Clinical Trials; **Tracy Nanney**, BSN, RN, and **Leslie Shell**, BSN, RN.

Lean Six Sigma

Projects

Induction Scheduling

L&D, Mother/Baby, Maternal Fetal Monitoring Unit

Sponsors: Ginny Raviotta, Dr. Kellett Letson, Melinda Bryant

Green Belts: Jan McKendrick, Patrick Ryan, Martha Hill, Erin Roberts

Problem: Denying preferred induction dates and bumping scheduled inductions.

Solution: The Women's Service Line established specific guidelines for scheduling induction cases--August 1.

Results: Denied or bumped cases dropped by 18 percentage points. This was both statistically significant (not due to chance) and practically important (providers are far more likely to get their patients induced when requested).

Dictation Distribution

Fullerton Genetics Center

Sponsors: Dr. Bill Allen and Linda Costello

Green Belts: Kathi Balsinger, Kelly Tison, Stephanie Bollinger

Problem: The dictation process takes too long, and the time from patient visit to dictation distribution (mailing) is widely variable.

Solution: Three strategies were implemented: eliminated excessive steps in the process; smoothed the process to minimize inconsistent flow; and standardized the dictation within and across the various roles in the process.

Results: There was a statistically significant reduction in the mean dictation turnaround time after the process changes were implemented in August.

Pain Control

Women's Surgical Unit

Sponsors: Brenda Smith, Kathleen Guyette, Dr. Kellett Letson

Green Belts: Melanie Norman, Melissa Wilson, Nancy Mastrantonio, Tracy Hannah

Problem: Surgical patients reported pain scores above their preferred target before discharge.

Solution: Eleven improvements were implemented that centered around three strategies: changed pain assessment (monitor, reevaluate, treat); increased patient controlled analgesia (PCA) utilization; developed 'pain as the 5th vital sign' practice.

Results: Reduced the percentage of patients not meeting their pain target by 50 percent.

Chemoprophylaxis (DVT, VTE, PE)Trauma Service

Sponsors: Kelli Moore, Kathy Gier, MarySue Carson, Dr. Dale Fell

Green Belts: Terrie Smith, Larry Buckner, Dr. William Shillinglaw, Dr. James Keel

Problem: Adult trauma patients with solid organ injuries (liver, spleen) managed non-operatively are not receiving appropriate chemoprophylaxis, which helps prevent deep vein thrombosis (DVT); venous thromboembolism (VTE), and pulmonary emboli (PEs).

Solution: The improvements centered on the establishment of Spleenic Management guidelines.

Results: Due to the scarcity of this particular patient population (liver, spleen injuries), we are waiting for enough data to evaluate results.

Publications, Conference Attendance and Presentations

ALESIA CARPENTER, MSN, APRN, RN, BC, CDE, Simulation Laboratory Coordinator, was notified that the article she co-authored with two Western Carolina University faculty members, "Blending Technology in Teaching Advanced Health Assessment in a Family Nurse Practitioner Program: Using Personal Digital Assistants in a Simulation Laboratory" has been accepted for publication in the Journal of the American Academy of Nurse Practitioners (JAANP). Publication is expected around August 2011.

ANDI WILLIAMS, RN, MS, coordinator for Integrative Healthcare, and **Victoria Fugate**, RN, Pediatrics, were published in the Fall 2010 issue of *Beginnings*, the official magazine of the American Holistic Nurses Association (AHNA). Their article, "Holistic Case Studies Demonstrate Powerful Outcomes at the Bedside," highlights the use and benefits of Healing Touch and guided imagery in actual patient encounters.

ANDREA HUNNICUTT, RN, Neurosciences, presented the "Know Stroke, Think FAST" program for Claxton Elementary students in February.

ANNE RAMIREZ, MSN, RNC, Neonatal CNS, NPER; and **Debra Carlson**, RNC, and **Carey Estes**, BSN, RNC, both of Neonatal ICU, published "Computerized Physician Order Entry: Lessons Learned from the Trenches" in the July/August 2010 issue (Vol. 29, No. 4) of *Neonatal Network*, The Journal of Neonatal Nursing, the official publication of the Academy of Neonatal Nursing™.

CATHY HEBERT, MSN, RN, GCNS-BC, Geriatric CNS, NPER, presented "Reducing Delirium with a Team Approach" in April at the 13th annual conference of Nurses Improving Care to Health System Elders (NICHE) in Baltimore.

CATHY HEBERT, MSN, RN, GCNS-BC, Geriatric CNS, NPER, presented Mission's Delirium Prevention Project in a November 17 NICHE webinar. A question and answer session included Senior Services staff **Maria Hines**, RN-BC, Nurse educator; **Nancy Smith-Hunnicut**, Coordinator of Dementia Responsive Care; and **Betsy Murphy**, MSN, GNP.

DAWN GREENE, RN, CCRN, Educator for Cardiovascular ICU and Recovery Unit, spoke at the National Teaching Institute and Critical Care Exposition in Washington, DC, May 15-20, as an expert in glycemic control.

DEIDRE HULIHAN, MSN, ANP, Senior Services; **Janet Bull**, MD; **John Morris**, MD; and **Rikki Nugent**, MSN, FNP, of *Four Seasons*, collaborated with **S.Yousuf Zafar**, MD, MHS; **Jane Wheeler**, MSPH; **Matthew Harker**, MBA, MPH; **Agvessi Gblokpor**; **Laura Hanson**, MD, and **Amy P. Abernethy**, MD, all of Duke University Cancer Center, to co-author "Establishing a Regional, Multisite Database for Quality Improvement and Service Planning in Community-Based Palliative Care and Hospice" published in the Vol. 13, # 8 issue of the *Journal of Palliative Medicine*.

DENISE ANTHES, BSN, RN, MBA, HN-BC, HTCP, HTI; Holistic Nurse Specialist, spoke at the MAHEC Annual Premature Conference on "Circle of Caring: NICU Staff."

FRANK CASTELBLANCO, RN, RACE Coordinator and Director of Cardiac Emergencies, presented information about therapeutic hypothermia at the NC Organization of Nurse Leaders (NCONL) District One quarterly meeting on July 30 at Pardee Hospital in Hendersonville. He also spoke about "Minutes Matter," an initiative in Western NC to teach members of the community the signs and symptoms of stroke and compression/hands-only CPR.

Publications, Conference Attendance and Presentations

FRANK CASTELBLANCO, RN, RACE Coordinator and Director of Cardiac Emergencies, appeared in Mission Hospital TV spotlights reporting the improved patient outcomes using therapeutic hypothermia for cardiac arrest. He also spoke on the same topic on September 14 at the NC Nurses Association Mountain Region meeting at Haywood Regional Medical Center.

HEIDI SHERMAN, MSN, RN-BC, presented her research poster “Blended vs. Lecture Learning: Outcomes for Staff Development” at the Southern Nursing Research Society Conference in Austin, TX, February 3-6.

HEIDI SHERMAN, MSN, RN-BC, Nursing Education Specialist II in NPER, presented a one-hour Webinar to 70 nurses across the US on September 29. Her topic, “Using a Blended Learning Approach to Teach Critical Care Pharmacology,” was offered by Mosby’s eLearning and Elsevier, a global publishing leader in healthcare information.

JONI H. LISENBEE, RN, BSN, IBCLC, Lactation Center Coordinator, WNC Breastfeeding Center, and **Deanna McCraw**, RN, Mother/Baby, presented “Our Journey to Baby Friendly” to the South Carolina Breastfeeding Coalition on August 25 in Columbia.

JULIE BELL, MS, RN, CNS for Pediatrics; **Anne Ramirez**, MSN, RN, Neonatal CNS; **Linda Y. Smith**, MSN, RN, IBCLC, CNS for Neonatal ICU and Mother/Baby; and **Tonja Schroder**, BSN, RN, Nurse Educator I for Pediatrics, The poster “NICU/Pediatric Collaboration Standardizes Syringe Medication/ Flush to Improve Quality, Consistency” by was presented in Atlanta, GA, March 9-11, at the Annual Forum for Improving Children’s Healthcare and Childhood Obesity Congress.

JULIE BELL, MS, RN, CNS for Pediatrics; **Tonja Schroder**, BSN, RN, Nurse Educator I for Pediatrics; **Anne Ramirez**, MSN, RNC, Neonatal CNS, NPER; and **Linda Y. Smith**, MSN, RN, IBCLC, CNS for Neonatal ICU and Mother/Baby, presented their poster “Pediatric Neonatal Collaboration for Medication Safety” at the Vermont Oxford NICQ Annual Meeting in Austin, TX, April 29-May 2.

KATHY DALEY, RN, MSN, CCRN-CMCCSC, CPAN, CNS for Research, published “Incidence of Arrhythmias in ASA I Patients in Phase I PACU” in the October issue of the Journal of PeriAnesthesia Nurses.

KATHLEEN GUYETTE, MSN, RN, NE-BC, VP and CNO, was pictured and quoted in the October 18 issue of ADVANCE for Nurses, Southeastern States. She commented about nursing professional development initiatives at Mission. Our hospital was among four top ranking hospitals out of 445 across the Southeast in the 2010 Readers’ Choice Survey. Hospitals were chosen based on excellence in quality of care: organizational culture; communication; professional development, and retention efforts.

KATHY SMITH, RN, ONC, Manager of Orthopedics, presented her poster “The Influence of Peripheral Nerve Blocks in Total Knee Postoperative Care” at the 2010 National Association of Orthopedic Nurses Congress in May.

KELLI BANNER, RN, and **Stephanie Godfrey**, RN, both of 9 North Step Down received funding from the Mission Healthcare Foundation to attend CURRENTS: 27th Annual Critical Care and Emergency Conference in Hilton Head, SC, August 5-8.

KRISTINA MCCALL, BSN, RNC, of Nursing Practice, Education, and Support, and three nurses from Renal Medicine, **Lisa Williams**, RN; **Ti Austin**, RN, and **Martha Smith**, RN, attended the Fall meeting of the American Nephrology Nurses Association (ANNA) in Las Vegas October 8-11.

LOURDES LORENZ, RN, MSN, NEA-BC, AHN-BC, Director of Integrative Healthcare; **Denise Anthes**, BSN, RN, MBA, HN-BC, HTCP, HTI; **Sandra Barkei**, BSN, RN, HN-BC, HTCP; and **Kat Yarboro**, PhD, ThD, BSN, HN-BC, presented “Stepping Stones: Achieving an Integrative Healthcare Framework” at the American Holistic National Association annual conference in Boulder, Colorado, June 3.

LOURDES LORENZ, RN, MSN, NEA-BC, AHN-BC, Director of Integrative Healthcare; **Denise Anthes**, BSN, RN, MBA, HN-BC, HTCP, HTI; and **Sandra Barkei**, BSN, RN, HN-BC, HTCP; presented “Creating an Environment for Healing Touch in the Hospital Setting” at the Healing Touch Worldwide Program in Denver on August 7.

LOURDES LORENZ, RN, MSN, NEA-BC, AHN-BC, Director of Integrative Healthcare, presented “Tools for Stress Resilience” at the Women’s Health Conference at MAHEC on November 12.

MARTHA SCRUGGS, BSN, RN, MHA, Orthopedic Program Coordinator, presented her poster “Implementing a Geriatric Hip Fracture Program” at the National Association of Orthopedic Nurses conference in Seattle, May 15-20.

Mission Nurses attended the NC Organization of Nurse Leaders (NCONL) state meeting and conference May 20-21 in Charlotte: **SARAH WILLMOTT**, BSN, RN, NUS on Trauma Care; **KATHY GIER**, BSN, RN, Manager of Trauma Care; **KAREN MOSEMAN**, BSN, RN, NUS on Trauma Care; **LORA DEITZ**, BSN, RN, NUS, Nursing Support Services; **CAROL JACKSON**, MHS, RN, Director of Nursing Support Services; **KATRINA EIGHMEY**, RN, NUS on Trauma Care; **CRAIG HARRIS**, MPH, BSN, RN, CCRN, Manager of CVICU/RU and CVPC; **CHERRY ODOM**, BSN, RN, NPER; and **LEIGH ANGEL**, BSN, RN, Manager of 9 Stepdown.

PAM HARDIN, Pet Therapy coordinator; **LAUREL HUNT**, Director of Grant Development with Mission Healthcare Foundation; and **LOURDES LORENZ**, RN, MSN, NEA-BC, AHN-BC, Director of Integrative Healthcare, presented “Bark, Wag and Love,” nursing research on Pet Therapy and the therapeutic effects of Pet Therapy, at the American Holistic National Association annual conference in Boulder, Colorado, June 3.

ROBIN JONES, BSN, CNRN, RN, Stroke Program Coordinator, attended the nursing symposium at the International Stroke Conference held in San Antonio in February.

ROBIN JONES, BSN, CNRN, RN, Stroke Program coordinator, and **CINDY BENTON**, NP, for Mission Neurology, presented a three-hour nursing education class, “Acute Stroke: Assessment and Management,” on April 28th to 25 RNs at McDowell Hospital. This class was one step in the process of McDowell Hospital’s achieving a Stroke Treatment Capable Hospital designation from the NC Office of EMS.

Thanks to the generous support of the Mission Healthcare Foundation, eight direct care nurses attended the Magnet® Conference in Phoenix October 13-15. Five nurse leaders accompanied the group to the gathering of over 6,000 nurses from across the US and 15 foreign countries. Those attending were: **CARLEEN TREVINO**, BSN, RN, CCE, IBCLC, Prenatal Education/ Breast Feeding Center; **MARY TEAGUE**, RN, 6 North; **SUSAN PIKE**, RN, Copestone; **COURTNEY BABAOFF**, BSN, RN, Mission Children’s Specialists; **LORI SCHRYER**, BSN, RN, Trauma Care; **ANN MARIE TREADAWAY**, BSN, RN, Operating Room; **JEANNE SHEELER**, BSN, RN, Neurosciences; **KATHLEEN LEAKE**, BSN, RN, Chest Pain Observation Unit; VP and CNO **KATHLEEN GUYETTE**, MSN, RN, NE-BC; **REGINA PHELPS**, PhD, RN, NEA-BC, Director of NPER; **TINA BARNES**, MSN, RN, Manager of Professional Nursing Practice; **DAWN NEUHAUSER**, BSN, RN, OCN, Manager of Oncology; and **CHERRY ODOM**, BSN, RN, Nursing Documentation Coordinator.



NURSING
THROUGH EMPIRICAL OUTCOMES
EXCELLENCE

The Gratitude

of Patients and Families

Many patients and their family members are touched by the quality care and comfort they receive from Mission nurses and other staff. Here are several comments showing their gratitude.

"The way the nurses and staff on these two units [Medical/Surgical ICU and Pulmonary Stepdown] performed their duties was above reproach. Their professionalism, compassion, understanding, and devotion to duty are commendable. They treated my entire family with the utmost respect in our time of need."

"Mission was good to our family! It is my belief that [the staff] have assisted in giving your hospital system the good reputation that Mission has. Based on the care that we received, I would certainly recommend Mission Heart Services to anyone."

"I hope to convey my family's sincere appreciation to the many employees that went out of their way to ensure my wife had the best care possible. From the time we arrived, the entire emergency room staff acted with such professionalism and wasted no time assessing her condition, calling Code Stroke, and getting her the necessary emergency care that was needed. Every staff member from environmental services to the chief neurologist treated us with respect, dignity, and exceptional professionalism."

"My wife and I want to commend your staff for the superb care and attention given to a friend of ours visiting from England, who was a patient in the ICU and Trauma Care units. I recently retired as a Professor in the Medical School at Ohio University, and the caring attention [our friend] received during her stay at Mission was something we always tried to instill in our students. [Our friend] had nothing but praise for your hospital and the excellent care provided."

"The attitude from all persons encountered during this visit was welcoming, pleasant, extremely competent and professional. The extra effort taken to ensure that I felt like I was important and listened to was evident. The care taken so that I understood procedures and follow-up requirements was appreciated."

"From the nursing staff to the aides, medical people and housekeeping, your staff were superb. I am still amazed at the dedication of all your staff."

"The nurses on the fourth floor were nothing short of marvelous and exceptional. The attention and the care they provided was fantastic."

Women's Surgical Unit

Pain Target Project

A new bull's eye pain management tool was developed on the Women's Surgical Unit to make sure that pain control is optimal on the post-surgery floor and on discharge home. Four nurses comprising the Pain Project Team spent more than 400 hours learning Lean Six Sigma methodology and working on the pain control project.

The team consisted of **Melissa Wilson**, BSN, RN, CMSRN, Nursing Educator I of Nursing Practice, Education, and Research; **Melanie Norman**, BSN, RN, MBA, Manager of Performance Improvement; **Tracy Hannah**, RN, NUS and **Nancy Mastrantonio**, RN, NUS. The team also involved staff nurses on the unit. All were supported by sponsors **Kathleen Guyette**, MSN, RN, NE-BC, Vice President and Chief Nursing Officer; **Kellett Letson**, MD, Service Line Leader, and **Brenda Smith**, BSN, RN, NE-BC, Manager of Women's Surgical Unit.

The nine-month project was implemented at the end of August 2010. Process changes include the following:

- Pain is considered a fifth vital sign and is documented along with every check of blood pressure, heart rate, respiratory rate, and temperature.
- A large laminated bull's eye target hangs on the wall in every room as a constant reminder of each patient's stated pain target score for comfort.
- The bull's eye sign lists methods of comfort that may be used instead of or to compliment pain medications: ice, heat, re-positioning, relaxation techniques, or aromatherapy from Integrative Healthcare.
- Reminder signs to document pain levels are posted on all computer monitors on the unit.

Improved outcomes were immediate and significant. One month after project implementation, there was a 50 percent decrease in the percentage of patients who reported on discharge that their actual pain was higher than the goal they had set. The simple changes prompted increased involvement of the patient in her daily plan of care and better pain control, which facilitates mobility and healing.



Melissa Wilson, BSN, RN, CMSRN, (left) talks with Nancy Mastrantonio, RN, NUS, (right) about the bull's eye pain target as she prepares to record the patient's desired level of comfort. The pain target signs are also written in Spanish.

Survivor Services

Program in Labor and Delivery

Thanks to the initiative of direct-care nurse **Christine Conrad**, BSN, RNC-OB, pregnant survivors of sexual abuse now participate in a plan of care aimed at reducing stress and emotional trauma during labor and delivery at Mission Hospital. A dedicated phone line on the Labor and Delivery (L&D) unit, information in prenatal education booklets, and flyers and business cards in the bathrooms of physicians' offices allow survivors to privately contact a nurse.



Christine Conrad, BSN, RNC-OB

Begun in April 2010, the Survivor Services Program has expanded to include five RNs who assist with plans of care: L&D nurses **Christine Conrad**, **Katie Conklin**, **Erin Kimmel**, **Barb Allen**, who speaks Spanish, and former L&D RN, **Micki Kidd**, Women's Operating Room, who serves as a resource for a planned Cesarean section.

An individualized plan of care developed by the client and the nurse is sent to the obstetrician and placed on the patient chart, as directions for all staff involved with the birth process. The plan of care fosters an environment where the survivor feels respected, heard, and in control.

Five survivors have benefited from the program, three of whom delivered at Mission. Additionally, a Survivors Services Resource Nurse program is in the final stages of development. Facilitated by the support of L&D Manager **Melinda Bryant**, BSN, RN, the program is expected to grow, as pregnant survivors across Western NC find out about the service.

Patient Falls

Prevention

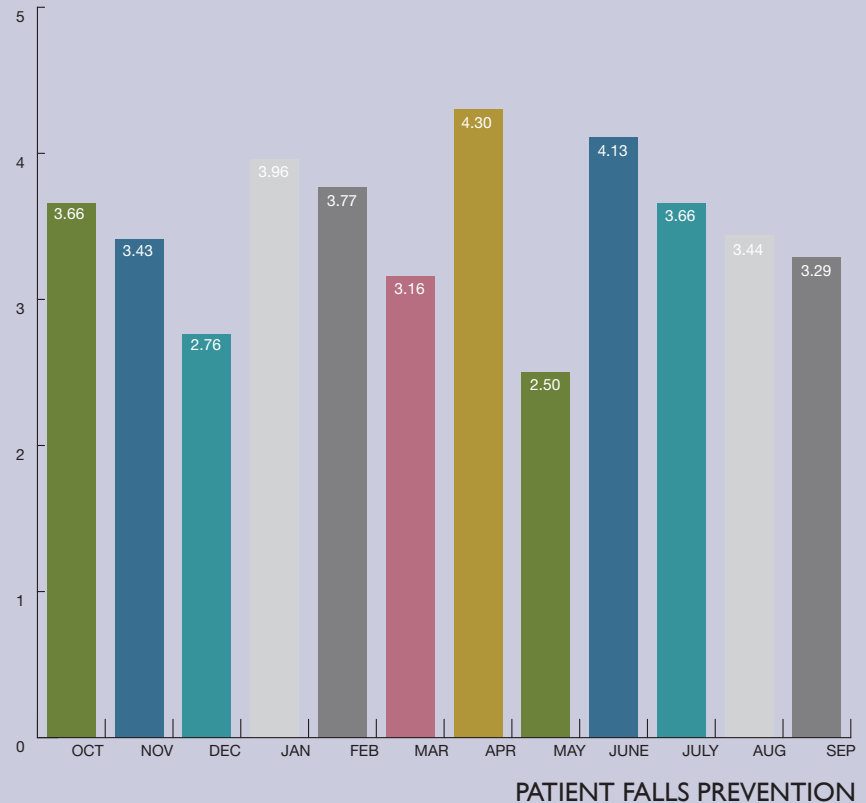
The Falls Advisory Team chaired by **Cathy Hebert**, RN, GCNS-BC, Geriatric Clinical Nurse Specialist of Nursing Practice, Education, and Research, supports the system goal of reducing patient harm. The team consists of a representative from each nursing unit or system department.

The falls representatives ensure that their unit's falls are analyzed for trends and provide regular feedback and education to their colleagues. Representatives attend monthly meetings where they collaborate on system initiatives in falls reduction. The team has made a difference by:

- revising the patient risk assessment,
- creating an interdisciplinary plan of care,
- introducing new equipment, and
- reviewing patient falls for trends then intervening appropriately, such as identifying the risk of falling from specialty beds.

Falls prevention is an increasing challenge in acute care, as the patient mix becomes older with more complex chronic and acute illnesses. The patient falls rate varied during FY 2010 with a consistently declining rate during the last quarter (*see graph*).

The focus of Mission nurses is not only the reduction of the falls rate but the injury rate as well. A goal of reducing patient injuries by 20 percent was achieved in 2010. Nurses helped meet that goal by close attention to best practices, including purposeful rounding; use of bed and chair alarms; and individualized patient risk assessment with interventions.



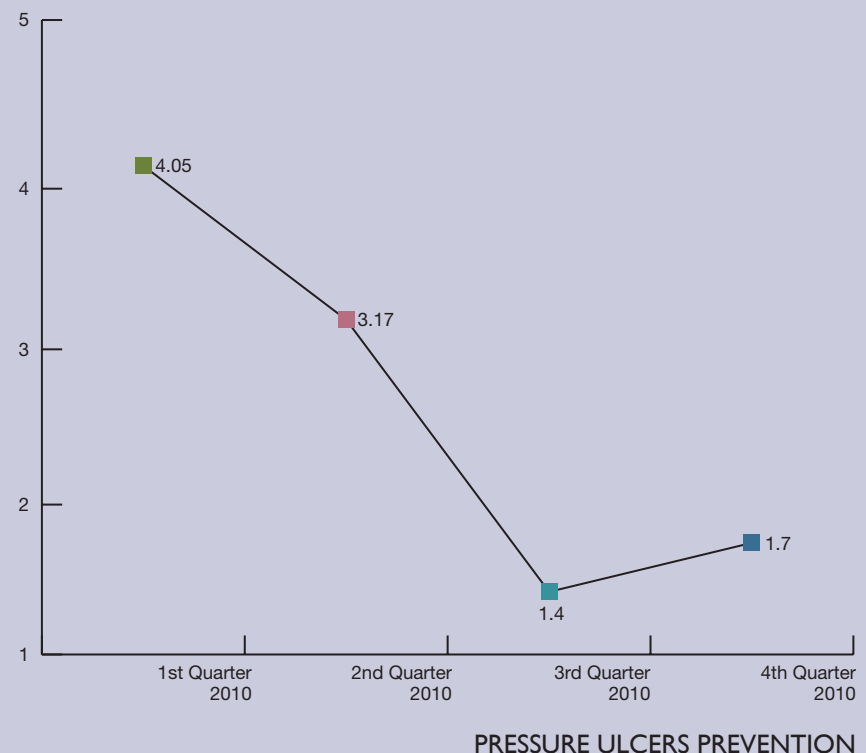
Pressure Ulcers

Prevention

Skin integrity is important in the health of all patients. The clinical skills of direct care nurses and consultations with Wound Ostomy Nurses (WON) play major roles in the prevention and treatment of skin break-down. Skin assessments are done by direct care nurses on admission and every shift throughout the patient's hospital stay. If a patient's Braden Risk Assessment Scale is less than or equal to 18, nursing staff implement the prevention protocol. These measures are taken to:

- reduce pressure;
- reduce shear, friction, and skin tears;
- control moisture and incontinence; and
- moisturize skin.

Pressure ulcer data is collected throughout the hospital on designated dates to determine prevalence and incidence, according to the National Database for Nursing Quality Indicators (NDNQI) guidelines. During the calendar year of 2010, the percentage rate of patients with hospital acquired pressure ulcers decreased with a final quarter rate of 1.7 percent (*see graph*).



Delirium

Identification, Prevention, and Treatment Project

A multi-disciplinary task force, developed in 2007 to research and address delirium at Mission Hospital, continued in 2010 after successful implementation on two pilot units. The performance improvement project was designed to reduce incidence of hospital-acquired delirium, improve recognition and diagnosis of delirium, and apply effective treatment using nationally recognized evidence-based best practices.

Improved nursing and medical practice guidelines, order sets, and preventative interventions used on the initial pilot units, Orthopedics and 6 North, resulted in decreased incidence of delirium, length of stay, and direct costs to the units. In 2010, 8 North was added as the third pilot unit. Two more units, 9 North Stepdown and 7 North, will be added in 2011 with hospital-wide implementation in the fall. Partnerships throughout the Mission Health System are planned for 2012.

Various aspects of the project include the following:

- An active electronic report for “At-Risk Elders” prints on pilot units and has hospital-wide capability.
- Order sets, such as Acute Geriatric Delirium, Geriatric Pain, and PRN Elder medication orders with embedding of Geriatric Nursing Care Guidelines, are reviewed for efficacy and usability.
- An electronic version of the Confusion Assessment Method (CAM) was developed and is currently used on pilot units.
- A work team is designing a new Iview-compatible and scalable observation screening tool to replace CAM.
- Classroom education on all pilot units is required. Re-assessment and revision of this education model is a priority in moving toward hospital implementation.
- Development of an electronic audit tool is in progress.
- The goal is rapid, efficient and consistent data gathering and analysis to measure outcomes and assess the effectiveness of interventions and education.

Members of the Delirium Identification, Prevention and Treatment Project are:

- Champion: **Dr. Christina McQuiston**, Medical Director of Senior Services
- Team Leaders and members: **Betsey Bent**, Director Senior Services; **Maria Hines**, RN-BC, Nurse Educator, Senior Services; **Nancy Smith-Hunnicutt**, Coordinator Dementia Responsive Care; **Cathy Hebert**, RN, GCNS-BC, Geriatric Clinical Nurse Specialist, NPER; and **Marc White**, Performance Improvement.
- Many ad-hoc members who apply their expertise within smaller focused work groups.

Patient & Family-Centered Rounding

on Pediatrics

Commitment and participation from staff are required in the patient-and family-centered morning rounds implemented on Pediatrics 3G. Pre-rounding briefings are held and include physicians, the nursing unit supervisor, social workers, and a Child Life team member. Other elements include respect and dignity; information sharing; and collaboration.

“It works out very well to be able to ask questions and get different opinions. I think it’s great.”

The Pediatric nurses are vital in teaching patients and families how to be full members of the team. Patients and family members who may be used to being passive recipients of care have to become familiar with the concepts of information sharing, collaboration, respect and dignity.

Benefits of having the patient, family and health care team working toward mutually set goals include

- decreasing repetitive, ineffective or counterproductive activities, and
- improving understanding, satisfaction and safety.

One mother agreed that the team approach is of value to the family and patient. **Bethany Lynch** participated in the family-centered rounds during her son Brayden’s hospital stay. She commented, “It works out very well to be able to ask questions and get different opinions. I think it’s great.”



Family-centered rounds on Pediatrics 3G allow parents/caregivers to participate in the care of their children.

(LEFT TO RIGHT)

Grey Tilden, MD, Family Medicine Resident

Bethany Lynch, mother

Kathryn Cziraky, MD, Family Medicine Resident

Laura Baskervill, RN, Pediatrics

Ansley Miller, MD, Pediatrics

Brayden Lynch, infant

Eric Smith, MD, Family Medicine Resident

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Name Directory

Abernethy, Dr. Amy P	27	Brooks, Katie	11	Delk, Kim	18	Graham, Catherine	10
Adams, Jan	3	Brooks, Katrina	10	Deloache, Barbara	7	Green, Cynthia	10
Adams, Laurann	26	Brown, Allison	18	Dennis, Valerie	10	Green, Gregory	3
Adams, Mary Lou	3, 14	Brown, Chris	26	Derrick, Kristina	10	Green, Sandra	6
Adams, Paula	11	Brown, Darlene	9	Desrochers, Amy	10	Greene, Dawn	3, 23, 27
Adamson, Patricia	3, 26	Brown, Elizabeth	12, 13	DeVoe, Rebecca	8	Greene, Jennifer	3
Adcock, Kelly	12	Brown, Janice	8	Diez, Karen	10	Grey, Danny	8
Adcock, Stacey	3	Brown, Sandra	7	Disbrow, Joanne	3, 9	Grey, Paula	8
Alagna, Frank	3	Bruckner, Danielle	7	Donnelly, Carole	33	Grindstaff Jr., John	3
Allen, Barb	30	Bryant, Dorothy	10	Dotger, Ashley	10	Grogan, Karen	33
Allen, Dr. Bill	27	Bryant, Melinda	3, 10, 27, 30	Dotson, Brandy	10	Gruber, Dennis	9
Allen, Crystal	24	Bryson, Kathy	13	Downes, Mary E.	8	Guffey, Caycee	12
Allen, Cynthia	10	Buchanan, Sommer	10	Downs, Laurie	2, 4, 16, 23	Gulledge, Valerie	10
Allen, Diane	9	Buckner, Katrina	12	Duffy, Diane	24	Guthrie, Becky	3
Alosky, Rachel	10, 26	Buckner, Larry	26, 27	Dunn, Terry	11	Guyette, Kathleen	10
Alspach, Tish	3, 17	Buckner, Susan	10	Ebert, Denise	3, 12 iii, 2, 7, 8, 13, 18, 27, 28, 30	
Alvaro, Andrea	3	Bugg, Linda	12, 23	Edwards, Lisa	3	Guzik, Debbie	8
Ammons, Nancy	20	Bull, Dr. Janet	27	Edwards, Susan	3	Hales, Amy	8
Anderson, Kimmie	16	Burchett, Millie	3	Edwards, Tatyana	10	Hallstrom, Gina	7, 12, 13
Anderson, Linda	3, 12, 26	Burgess, Kellie	18	Eifler, Alicia	12, 13, 24	Hamizidis, Christina	16
Anderson, Rhonda	24	Burrell, Angela	8, 10	Eighthem, Katrina	28	Hamlett, Katie	10
Andrews, Julie	13	Burts, Jennifer	8, 10, 11	Eller, Anna	12	Hampton, Lynne	8, 26, 33
Angel, Leigh	2, 3, 9, 13, 16, 28	Butler, Mary	7	Emmert, Katy	24	Haney, Thania	8
Annico, Vicki	3	Byas, Shae Lynn	8, 16	Ennsley, Alison	8, 24	Hannah, Tracy	27, 30
Anthes, Denise	14, 27, 28	Cadwell, Susan	8	Erb, Elizabeth	13	Hanson, Dr. Laura	27
Apple, Lacie	12	Cagle, Sandy	12	Erickson, Bill	12	Hardin, Pam	28
Aria, Frank	10	Canter, Brenda	10	Erickson, Kristine	8	Harker, Matthew	27
Arledge, Jenny	3, 12	Capps, Stephanie	3	Escobar, Beatriz	3	Harmon, Mary	3, 6, 8
Arnold, Vicki	3, 8, 12, 26	Caraker, Judy	10	Estes, Carey	2, 10, 27	Harn, Ashley	10
Ashe, Brandi	10	Cardwell, Jamie	12, 26	Evanoff, Rose	10	Harris, Craig	2, 7, 14, 28
Asplund, Brenda	26	Carlson, Debra	24, 27	Evans, Brent	12	Harrison, William	3
Astin, Wade	13	Carpenter, Alesia	27	Evans, Moyra	9	Hart, Dr. Andrew	26
Austin, Ti	28	Carpenter, Renee	3	Everling, Misty	9	Hartwick, Mary Etta	11
Avery, Kathey	11	Carson, Mary Sue	3, 12, 16, 27	Farmer, Luci	3	Hartzog, April	10, 12
Ayers, Linda	3	Carson, Mildred	6	Faunce, Andrea	12	Harvey, Kelly	3
Babaoff, Courtney	28	Carter, Candace	8	Fell, Dr. Dale	6, 27	Hayes, Dorothee	11
Bagwell, Heidi	12	Carter, Fran	20	Ferguson, Ellen	9	Hayes, Priscilla	10
Bailey, Karen	3, 12	Carter, Michael	6	Ferguson-Reilly, Rachel	12	Heatherly, Joan	16
Baldwin, Jessica	12	Carter, Nicole	7, 26	Ferrigno, Carla	12	Hebert, Cathy	7, 9, 22, 23, 27, 31, 32, 33
Balerno, Lora	11	Carter, Stacie	12	Ferrigno, Susanne	8	Hefner, Kathy	3, 6, 8, 11, 12, 26
Ball, Laura	10	Carver, Athena	24	Ferris, Dr. Julian	26	Hefner, Patrick	8, 12
Ballard, Autumn	11	Case, June	24	Fielder, Janie	3, 6, 26	Hefner, Trivia	12
Ballard, Carla	8, 10	Case, Sandra	3	Fisher, Amy	18	Hemstreet, Linda	3, 6
Ballard, Melissa	26	Castelblanco, Frank	3, 6, 13, 27, 28	Fisher, Jessica	7	Henderson, Carrie Ann	12
Balmer, Aubrey	12	Cate, Julian	18	Fisher, Sally	10	Henderson, Judy	3
Balsinger, Kathi	27	Cathey, Mary	24	Fisher, Velinda	6	Henderson, Dr. Shaw	26
Banks, Amanda	13	Chandler, Pam	13, 22	Flowers, Libby	9	Hennessy, Maridaun	3, 12
Banks, Angelisa	10	Chappell, Karen	10	Fluharty, Amie	10	Hensley, Debra	8
Banner, Kelli	28	Cheatham, Katie	3, 8, 9, 10, 16	Forbes, Jennifer	22, 24	Hensley, Kristi	3
Barkei, Sandra	28	Chromey, Michelle	3	Ford, Ann	10	Hensley, Linda	7, 17
Barnes, Tina	3, 8, 10, 12, 14, 28, 33	Clark Jr, Cecil	10	Ford, Chris	12, 14	Hensley, Penny	20
Barnwell, Renee	3, 13	Clark, Lisa	11	Foster, Christine	10	Henson, Lisa	8
Barrett, Morgan	3, 13, 16	Clark, Lisa P.	12	Fox, Cindy	7	Hickey, Patrick	3
Bartlett, Melissa	10	Clark, Melanie T.	12, 13	Fox, Elaine	8	Higdon, Angie	10
Baskervill, Laura	24, 32	Clement, June	16	Fox, Heather	3	Hill, Doy	10
Battle, Carlton	6	Clement, Zachary	3, 13, 16	Fox, Virginia	22	Hill, Martha	3, 27
Beachem, Laura	24	Clifton, Joy	3, 10	Fraga, Dawn	26	Hillman, Joyce	14
Beane, Shawn	10	Coleman, Darren	6, 24	Francis, Cathryn	10	Hines, Maria	12, 16, 23, 27, 32, 33
Beck, Barina	8	Condra, Dr. Kelly	16	Franke, Elaine	9	Hinson, Patricia	3
Beckham, Linda	24	Conklin, Katie	30	Fredrickson, Jane	8, 10	Hinson, Sarah	13
Beddingfield, Mary Jane	12	Conner, Amanda	12	Fricks, Patricia	26	Hippis, Lou	25
Beeks, Andrea	6	Conner, Shawn	12	Frohmut, Hans	8	Holguin, Amy	10
Bell, Julie	8, 16, 18, 22, 28, 33	Connor, Michael	3	Froncek, Pam	2, 3	Holler, Laura	13
Bemis, Rachel	10	Conrad, Christine	7, 24, 30	Fugate, Victoria	3, 8, 27	Holmes, Maggie	11, 16
Bender, Kim	13	Cook, Donna	10	Fuller, Linda	7	Hopkins, George	10
Benedict, Katherine	3	Cooper, Amy	10	Funderud, Susan	10	Hopps, Beverly	10
Bensinger, John	3	Cooper, Autumn	3	Futch, Beverly	3	Hoskyns, Martha	16
Bent, Betsey	3, 32	Cooper, Christi	12	Futch, John	3	Houck, Jessica	12, 25
Benton, Cindy	28	Corn, Jeffery	12	Gaffney, Cynthia	10	Houtman, Jackie	3, 4
Berry, Dr. Bertice	9, 13	Costello, Linda	27	Gambrell, Dianne	3, 24, 26	Hovey, Janice	23
Bianchini, Karen	10	Council, Leslie	6	Ganatra, Meera	11, 24	Howell, Jill	22
Biddix, Velda	24	Crabb, Toni	9, 12, 16	Garcia, Ralph	6	Howie, Margaret	10
Billings, Corrienne	16	Craig, Cara	9	Gardella, Tiffany	23	Hudson, Derek	26
Bjorlie, Shelby	10	Crawford, Linda	13	Garrett, Celena	8	Huffer, Gena	3
Blair, Karen	3	Crowe, Edna	7, 9	Garrett, Jessica	8	Huffstedtler, Pansie	10
Blake, Cynthia	11	Crump, Georgia	7	Gblokpor, Agvessi	27	Hulihan, Deidre	27
Blankenship, Andrea	11	Crumpton, Courtney	18	Genito-Tamaray, Kathleen	24	Humble, Jim	26
Blankenship, Paula	26	Cuento, Claudine	8, 10, 26	Gibbs, Bryanna	3, 8, 16, 24	Humes, Dana	12
Bollinger, Jeanie	3, 13, 23, 24	Curry, Hope	13	Gibson, Cathy	22	Hunnicuttt, Andrea	27
Bollinger, Stephanie	27	Curry, Jody	10	Gibson, Cheryl	10	Hunt, Laurel	28
Bollo, Margaret	10	Cutler, Jacqueline	10 2, 6, 8, 10, 11, 12, 14, 16, 19, 33		Hyman, Amber	18
Boone, Lisa	3, 7, 16	Cziraky, Dr. Kathryn	32	Gier, Kathy	3, 27, 28	lannetta, Alice	10
Borne, Kimberly	10	Daley, Kathy	8, 10, 14, 26, 28	Gill, Kassie	12	Inman, Stacy	3
Borowski, Donna	3	Dalton, Rebecca	10	Gilliam, Kim	6	Jackson, Carol	2, 3, 12, 16, 28
Bowers, Kelly	13	Danks, Scott	3, 10	Gilliland, Makeca	6	Jackson, Melba	2
Bowlin, Barbara	3	Davi, Tiffany	10	Gladin, Jason	12	Jackson, Thelma	7, 9
Boyd-Jones, Evadora	13, 26	Davidson, Jermaine	10	Glenn, Tarik	6	James, Cherie	10
Bradburn, Susan	10, 26	Davis, Amber	12	Gleydura, Deborah	8	Jenkins, April	12
Bradt, Mary	10	Davis, Deborah	3	Godfrey, Joyce	3	Jenne, Anne	3
Brandon, Jonathan	3, 9	Davis, Debra	12	Godfrey, Lynn	11, 16	Jones, Angela	6
Bravo, Fonda	8	Davis, Diane	10, 12, 22, 24	Godfrey, Stephanie	3, 28	Jones, Felichia	10
Brewer, Rachel	12	Davis, Lee	10	Good, Amy	10	Jones, Gina	10
Brinkley, Danette	26	Deck, Michele	8, 22	Goodwin, Melanie	16	Jones, Jill	3, 8, 26
Britt, Christi	3, 10, 11	DeGrave, James	10, 24	Gordon, Gail	6, 18	Jones, Robin	3, 9, 13, 28, 33
Brooks, Joy	12, 17, 24	Deitz, Lora	2, 3, 12, 13, 22, 28	Governo, Scott	13	Jones, Susan	3, 10

Name Directory

Joslin, Dr. Scott	26	Miller, Dr. Ansley	32	Retamal, Jennifer	10	Spry, Patricia	10
Joyce, Karen	18	Miller, Christina	3, 10	Retskin, Cathy	12, 16, 25	Stark, Kyong	3, 10
Justice, Beth	25	Miller, Deandra	12	Rhodes, Alicia	7	Stegall, David	3
Karl, George	2	Mills, Brett	13	Rhodes, Lori	3	Steinke, Jeffery	12
Kaylor, Jennifer	25	Mills, Sabrina	12	Rice, Karen	3	Steinke, Mark	10
Keel, Dr. James	27	Mims, Dr. Susan	3	Rice, Rosemary	25	Stephens, Gail	22
Kelley, Kathy	12	Mires, Brenda	11	Richard, Mary	2, 3, 14	Sterckx, Fabienne	10
Kelly, Tricia	16	Mitchell, Jerri	3	Riddle, Megan	10	Stewart, Amy	8
Kenyon, Nikki	11	Mitchell, Susan	25	Riddle, Sandra	7	Stewart, Jo	3
Kerley, Jennifer	12, 16	Mohammed, Faisal	8, 12	Rider, Carlton	2	Stewart, Kristy	3
Kidd, Micki	30	Mohammed, Sarah	8	Riportella, Christine	25	Stines, Elina	7
Killian, Karen	10	Moore, Barbara	3	Roark, Michelle	8	Strout, Steve	7, 12
Kimmel, Erin	30	Moore, Gina	10, 12	Robbins, Fred	20	Swagart, Patricia	13
Kindell, Julia	7	Moore, Julia	3	Roberts, Doug	26	Swingle, Kim	7
King, Adam	10, 14	Moore, Kelli	27	Roberts, Erin	27	Taylor, Chris	23
King, Sherry	3, 8	Moore, Michelle	8, 10, 14, 25	Roberts, Jennifer	10	Taylor Jr, Dewey	10
Kirby, Patricia	10	Mordenti, Elaine	10	Robertson, Deborah	3, 12, 13	Teague, Mary	3, 9, 28
Kirkman, Deborah	3, 12, 13	Moretz, Darby	3, 11	Robinson, Creola	12	Telford, David	6
Kittrell, Selena	3	Morgan, Keva	10	Robinson, Lawrence	6	Thomas, Julie	10
Krance, Lauren	16	Morgan, Laurie	26	Robinson, Rhonda	2	Thomason, Rebekah	7
Krause, Chryste	3	Morris, Cheryl	18, 22	Robinson, Scott	10	Thompson, Kelsey	12
Laird, Marsha	11, 13, 14	Morris, Dr. John	27	Robinson, Wendy	10	Thorpe, Edith	7
Landreth, Crela	10	Moseman, Karen	13, 28	Rockstroh, Colleen	25	Thorpe, Mae	9
Langford, Jackie	11	Moss, Roger	10	Rodemaker, Linda	18	Thurston, Heather	12
Lawing, Deborah	10	Moss, Virginia	10	Rodriguez, Dorothy	10	Tilden, Dr. Grey	32
Leake, Kathleen	3, 10, 12, 13, 23, 28	Mullins, Star	7	Rogers, Halley	13	Tipton, Shannon	12
Lebed, Nataliya	7	Murphy, Betsy	27	Rogers, Jon	12	Tison, Clay	10
Lecroy, Dr. Michael	26	Myer, Deb	25	Rolls, Maxine	12	Tison, Kelly	27
Ledford, Cherie	12	Myers III, William	10	Roloff, Maria	16	Tobin, Kate	8
Lee, Joe	2, 3	Nanney, Tracy	26	Roper, Cheryl	6	Tompkins, Kathryn	3
Lee, Marianne	11	Neelands, Laura	7	Roten, Kimberly	23	Tomsky, Nan	3
Lefebvre, Sarah	7, 10	Neimer, Donna	26	Rouse, Julie	3	Travis, Lucille	22
Letson, Dr. Kellett	27, 30	Nerona, Aileen	8	Rubenstein, Parmjit	3	Treadaway, Ann Marie	28
Letterman, Crystal	12	Neuhauser, Dawn	4, 12, 13, 28	Ruccio, Ashley	7	Trebilcock, Beth	8
Lewis, Daniel	7	Newton, Ben	11	Rule, Lee	13	Trevino, Carleen	28
Lewis, Debbie	16	Noel, Dr. Margaret	7	Rushlow, Andrea	13	Trimby, Gary	11
Liberatos, John	25	Nolan, Elena	10	Rutkowski, Nancy	10	Turvin, Kari	12
Lilly, Susan	8	Noland, Robin	9, 12	Ryan, Patrick	2, 3, 10, 18, 27	Vassey, Joan	11
Lingerfelt, Donna	3, 18, 25	Norman, Melanie	3, 10, 27, 30, 33	Sanchez, Veronica	6	Vendely, Lyne	9
Linguist, Cheryl	3	Norman, Sheri	16	Sartor, Veronica	6	Vieira, Stewart	7
Lisenbee, Joni	3, 18, 22, 28	Norris, Carole	3	Savage, Ruth Ann	10	Vincent, Susan	12, 13
Logan-Thompson, Carol	11, 25	Novotny, Betsy	3	Sawyer, Barb	25	Vyvyan, Aaron	8
Long, Rachel	3, 16, 26	Nugent, Rikki	11	Scarboro, Terrie	11	Ward, Karen	13
Lorenz, Lourdes	3, 8, 11, 14, 28, 33	Odum, Cherry	8, 10, 12, 13, 14, 28, 33	Scarborough, Lynn	6, 11	Wascoe, Dawn	10
Lowrance, Jon	10	Odum, Susan	3	Schafer, Julia (Watts)	25	Wax, Rachael	8
Lucey, Mary	13	Oliver, Bonnie	22	Scharett, April	3	Waycaster Jr, Charles	10
Lukacena, Thresa	8, 16	Oliver, Vickie	10	Schiffman, Ted	3	Wealsh, Linda	7
Lyda, Anita	16	O'Neil, Linda	25	Schleider, Darlene	8, 22	Webb, Fern	13
Lynch, Bethany	32	Orozco, Teresa	12	Schmidlin, Steven	10	Webb, Lori	3
Lynch, Brayden	32	Parker, Carol	6, 10	Schmidt, Jackie	12	Weeks, Stephen	10
Mace Mease, Tonya	10	Parr, April	16	Schroder, Tonja	8, 13, 16, 18, 22, 28	Wells, Nicole	11
Maher, Jason	12, 13	Parsons, Karen	12, 13	Schryer, Lori	28	West, Janet	12
Mahowald, Emily	13	Patterson, Tracie	16	Scobie, Clare	6	West, Vickie	3, 9, 12, 22
Manfred, Karen	12	Paulson, Arne	10	Scruggs, Martha	28	Wheeler, Jane	27
Mangusan, Ralph	12, 13	Payne, Aneta	3	Seaver, Teri	10	Whitaker, Stephanie	3
Marsh, Barb	10, 14	Payne, Gwen	12	Setzer, Michelle	10	White, Delena	7
Martin, Brian	12	Peek, Donna	10, 26	Severson, Joel	20	White, Marc	32
Martin, Erika	10	Penland, Angela	12	Sheeler, Jeanne	28	White, Martha	7
Martin, Heather	12	Pennell, Lannie	11	Shell, Leslie	10, 11, 26	Whitlatch, Victoria	10
Martin, Jessica	10	Petty, Tamara	6, 7	Shelton, Julie	10	Whitson, Brandy	9
Martin, Mary	10	Phelps, Dr. Regina	2, 3, 8, 10, 22, 28, 33	Shelton, Kim	12	Whitt, Susan	3
Mashewkske, Tammy	8	Phillips, Jerri	3	Sheppard, Janet	12	Wiedenhaupt, Bonita	6, 18
Mashni, Sam	3	Phillips, Kelly	3, 12	Sherman, Heidi	12, 14, 16, 22, 26, 28	Wilcocks, Lisa	13
Mason, Tori	3	Pike, Susan	3, 28	Sherman, John	13	Wilcox, Carl	10
Massey, Barbara	3	Pinkerton, Kim	25	Shetley, Martha	3, 11, 26	Wilkinson, Jenny	3, 25
Mastrantonio, Nancy	12, 27, 30	Plemmons, Sheila	10	Shillinglaw, Dr. William	27	Williams, Andi	8, 14, 27
Matthews, Sunny	11	Poling, Kathy	3	Shipman, Julia	10	Williams, Kitty	12, 13
McCall, Glenda	3, 9, 12	Pomerantzeff, Irisha	13	Short, Susan	6	Williams, Lisa	16, 28
McCall, Kristina	12, 22, 28	Pomeroy, Virginia	8	Silver, Dorothy	10	Willmott, Sarah	28
McCall, Melissa Rogers	12	Ponder, Kathy	3	Silver, Leah	8, 9	Wilson, Angela D	25
McCall, Nancy	10, 13	Pope, Alissa	10	Simmons, Blair	18	Wilson, Carriedelle	12
McCall, Sallie	6, 26	Popp, Jacqueline	10	Sims, Rachel	3	Wilson, Melissa	13, 27, 30
McClure, Celeste	7	Porche, Melisa	8, 9	Simuel, Gloria	12	Wilson, Sharon	26
McCormack, Holly	3	Poss, Linda	11	Sinclair, Karen	12	Wing, Kristina	3
McCraw, Deanna	3, 28	Postlewaite, Cheryl	25	Small, Cora	3, 11, 26	Wirman, Nancy-Jo	3, 8
McCurry, Barbara	12	Pugh, Melanie	11, 12, 13, 25	Smart, C J	22	Wolf, Heather	12
McDonough-Leota, Molly	13	Pulsifer, Valerie	3, 13	Smith, Amanda	8	Woodard, Gina	13
McElreath, Katherine	25	Putnam, Sonja	3	Smith, Betsy	25	Woody, Anja	3
McElroy, Barb	8, 17	Queen, Terri	3, 8	Smith, Brenda	3, 6, 8, 11, 16, 18, 22, 27, 30	Woody, Beth	8
McGinnis, Harriet	3	Quinn, Brandi	3	Smith, Burdine	6	Wooten, Monica	12, 13
McJunkin, Cindy	6, 18, 25	Rabideau, Jill	12, 22	Smith, Carlin	9, 12	Worley, Cheryl	10
McKee, Ruth	26	Radcliff, Sheila	3, 13	Smith, Dr. Eric	32	Wortham, Diana	4, 8
McKemie, Katie	13	Radford, Barb	7, 8, 10, 12, 14	Smith, Jeremy	10	Wortman, Penelope	3, 16
McKendrick, Jan	27	Rafferty, Aubrie	11	Smith, Kathy	3, 13, 28	Wright, Amorita	7
McLean, Laurie	3, 10	Rambo, Sarah	8	Smith, Linda Y	6, 7, 13, 16, 28	Wright, Connie	26
McManus, Sue	3	Ramirez, Anne	10, 16, 27, 28	Smith, Mark	3	Wright, Kathy	3, 10, 11, 12
McMullen, Angela	12	Randolph, Karen	9	Smith, Martha	3, 28	Wyatt, Susan	33
McNeil, Linda	10	Ratzlaff, Kitty	10, 25	Smith, Mary Katherine	10	Wyndham, Todd	10
McQuiston, Dr. Christina	16, 32	Raviotta, Ginny	2, 8, 10, 14, 18, 27	Smith, Terrie	27	Yacopino, Mary	10, 11
Melton, Nellie	7	Ray, Janet	10, 26	Smith-Hunnicut, Nancy	23, 27, 32	Yarboro, Kat	28
Messer, April	12, 13	Rayfield, Jan	3	Sommer, Brenda	10	Yaver, Jodi	18
Messino, Mickee	18	Redmon, Crystal	8	Spaeth, Cynthia	25	Zafar, Dr. S. Yousuf	27
Metcalf, Ashley	3, 12	Reed, Nathan	12	Spittle, Stephanie	3, 12	Ziegler, Winnie	3
Michel, Lisa	3	Reik-Johnson, Kim	2, 10, 18	Sprague, Leslee	10		
Middleton, Kent	8	Repasy, Rachel	12	Sprinkle, Wilma	10		



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