NURSING ANNUAL REPORT

NURSING EXCELLENCE THROUGH...

MISSION HOSPITAL
Patient and Family Centered Care
Mission Hospital Nursing Practice Model©

“I take care of my patients by...”
- Autonomy and Advocacy
- Caring and Helping
- Collaboration
- Communication

“My practice is reflected through...”
- Goal Directed Activities
- Evidenced Based Practice
- Lifelong Learning
- Empowerment

“I am guided by the Core Values of...”
- Mercy
- Excellence
- Respect
- Integrity
- Trust and Teamwork

Nursing Mission, Vision, and Values

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.

Our BIG(GER) AIM
Getting our patients to the desired outcomes, without harm, without waste, and with an exceptional patient experience.

Cover photo by: Dwayne Houser, RN; Radiology Nursing
February, 2012
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Dear Colleagues and Friends:

In this time of significant change in healthcare, I am touched by the consistent dedication of our nurses to provide excellent care to our patients and their families, keeping them at the center of our Nursing Practice Model. Nurses’ participation in Quality Rounds on their units with nursing and administrative leaders has heightened awareness of our BIG(GER) Aim: getting patients to the Desired Outcomes, Without Harm, Without Waste, and With an Exceptional Patient Experience.

Our nurses are meeting the challenge of national standards for higher education, specialty area certifications, and care based on evidence and nursing research. In 2011, more than 100 staff completed or were pursuing higher education degrees; more than 90 nurses attained specialty certifications; more than 15 nursing research studies were documented; and 74 evidence-based projects were completed for advancement of RNs in the Clinical Ladder.

Our nurses gained regional and national recognition, as they were selected to present posters and podium speeches and be published in professional journals. One state-wide nursing research symposium held in November included 11 poster presentations from Mission Hospital nurses and one respiratory therapist.

This annual report is a testimony to the extremely talented and dedicated nursing staff that truly live our mission statement, “Promoting health and wellness; providing compassionate, quality care.” I am very honored to be a part of this great team.

Kathleen Guyette
MSN, RN, NE-BC
Senior Vice President and Chief Nursing Officer
Mission Health
“As nurses, we all have the potential to be transformational leaders. We see the problems and are the experts to come up with the solutions. We are the answer to transform practice. Leadership is not about a title. It is the work we do, the passion we have, and our capacity to build and sustain human relationships. Each nurse and his or her performance is a building block for Mission Hospital to attain Magnet® status. We should always strive for excellence and challenge the status quo.”

Meera Ganatra, RN, Neonatal Intensive Care Unit
(after attending Magnet® Conference 2011, Baltimore)
Nursing Leadership

Retreats

Every nurse is capable of being a leader. 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.

Three retreats during 2011 brought formal and informal leaders together for a day of contemplation, rejuvenation, and planning for the future.

KNEELING LEFT TO RIGHT
Margaret Lynes, RNC-NIC, Neonatal ICU (NICU)
Jill Rabideau, RN, Staffing Pool
Melanie Clark, RN, CPON, Mission Children's Specialists (MCS)

ROW TWO LEFT TO RIGHT
Katherine Robinson, RN, Neurosciences
Pamela Bristol, RN, Renal Medicine
Autumn Cooper, BSN, RN, Medical/Surgical Progressive Care
Lisa R. Marshall, RN, Mother/Baby
Melanie Goodwin, RN, CCRN, Coli ICU

ROW THREE LEFT TO RIGHT
Cathy Retskin, MSN, RNC, EFM, Outpatient Labor & Delivery
Pam Ertzberger, RNC, NICU
Tammy Poole, RN, Trauma Care Unit
Jennifer Greene, RN, MCS
Sara Bair, RN, Women's Surgical Unit
Rachel Sims, RN, CCRN, Coli ICU
Jeanie Bollinger, BSN, CCRN-CSC, CVICU

ROW FOUR LEFT TO RIGHT
Lisa Boone, RN, General Surgery
Sonya Cook, RN, Neurosciences
Betsy Bost, RN, Spire
April Scharett, RN, NICU
Jill Howell, MSN, RN, CNOR, Surgical Services
Meghan Stewart, BSN, RN, Trauma Care Unit
Meg Learns, BSN, RN, Mother/Baby

April 26

Nearly 100 nursing leaders including managers, directors, hospital-wide council chairs, and bedside care nurses involved in their unit's shared decision making councils attended the Nursing Leadership Retreat at the Lutheridge Conference Center on April 26, 2011.

There were four presentations and one panel discussion:

1. Kathleen Guyette, MSN, RN, NE-BC, Senior VP and CNO, Mission Health, presented “Continuing the Journey to Excellence at Mission;”
2. Dr. Ron Paulus, President and Chief Executive Officer, Mission Health, shared “Nursing and the Road to Mission’s Success;”
3. Elaine Scherer, MA, BSN, RN, Director, Nursing Education at Mountain Area Health Education Center (MAHEC), spoke about “Leading Shared Decision Making;”
4. Valiere Hooper, PhD, RN, CPAN, FAAN, Manager, Nursing Research, presented “Chasing Change: Making it Happen; Making it Stick”

A panel involved nurses from unit based councils who discussed challenges and successes in their areas:

- Rachel Sims, RN, CCRN, and Melanie Goodwin, RN, CCRN, Coli ICU
- Jeanie Bollinger, BSN, CCRN-CSC, CVICU
- Margaret Lynes, RNC-NIC, and Pam Ertzberger, RNC, both of Neonatal ICU (NICU).

Common themes among the three units in the success of their shared decision making teams were leaders' support and work days allowed for council tasks.

Town Hall Meetings

In November, Kathleen (Kathy) Guyette, MSN, RN, NE-BC, SVP and CNO of Mission Health, began holding Town Hall Meetings, as a way for nursing staff to meet with her in a group setting to discuss any concerns and ask questions. She held ten meetings for various nursing areas during November and December. Each session begins with Kathy's organizational update followed by a question and answer period with open discussions. This forum provides routine direct access to the chief nurse leader to enhance communication and build relationships.

Communication in Healthcare

Through collaboration with the American Academy on Communication in Healthcare and the Mayo Clinic in Jacksonville, FL, William Maples, MD, Senior Vice President and Chief Quality Officer, was instrumental in bringing Communication in Healthcare classes to Mission Health. Training sessions facilitated by Mayo Clinic staff began in August with four-hour classes opened to all staff soon thereafter. Mission Health Department Leaders and Physicians lead the ongoing classes implemented to enhance meaningful connection with our patients and among healthcare staff of all disciplines and occupations. The communication skills presented lead to a culture of teamwork, safety, and innovation.

The initiative is coordinated by the Service Excellence department; George Karl is the Director and Laura Pearson the Manager. A two year timeframe was established in which all Mission Hospital staff are expected to attend one session with registration via the Learning Management System.

Nurse leaders who are among the 17 facilitators, manager level and above, for these classes are: Becky Carter, MSN, RN, FACHE, Chief Operating Officer and VP of Patient Care Services at Transylvania Regional Hospital; Ginny Raviotta, BN, RN, NE-BC, Director, Women's and Children's Services; Linda Anderson, MSN, RN, Director, Adult Medical Surgical Units; Lourdes Lorenz, MSN, RN, NEA-BC, AHN-BC, Director, Integrative Healthcare; and Regina Phelps, PhD, RN-BC, NEA-BC, Executive Director, Nursing Practice, Education, and Research.

Plans are to extend the classes in 2012 to staff of the Mission Health member hospitals (Angel Medical Center, Blue Ridge Regional Hospital, McDowell Hospital, and Transylvania Regional Hospital).
In the retreat group photo, attendees braved the glaring sun outside the NC Arboretum Education Center to document this historical occasion uniting nurse managers and leaders from Angel Medical Center in Franklin, Blue Ridge Regional Hospital in Spruce Pine, McDowell Hospital in Marion, Mission Hospital in Asheville, and Transylvania Regional Hospital in Brevard.

**August 19 Retreat**

Nurse Managers from the five hospitals of the Mission Health system held their first-ever retreat as a group on August 19, 2011. They gathered at the NC Arboretum in Asheville to participate in a full day of presentations and discussions led by:

- **Kathleen Guyette**, MSN, RN, NE-BC, SVP and CNO of Mission Health;
- **Chris Hyland**, PhD, Berkana Consulting Group;
- **Dawn Klug**, Employee Assistance Network;
- **Denise Anthes**, ThD(c), MBA, BSN, RN, HN-BC, HTCP, HTI, Mission Hospital Integrative Healthcare;
- **Becky Carter**, MSN, RN, FACHE, Chief Operating Officer and CNO of Transylvania Regional Hospital.

**Key organizers for the event were:**

- **Leigh Angel**, BSN, RN, CNML, Manager, 9 North Step-down;
- **Ronnie Metcalf**, EdD, MSN, RN-BC, ONC, Manager/Program Coordinator, Spine Unit;
- **Regina Phelps**, PhD, RN-BC, NEA-BC, Executive Director, Nursing Practice, Education, and Research;
- **Stephanie Whitaker**, BSN, RN, CEN, Manager, Emergency Services;
- **Zach Clements**, BSN, RN, Manager, 7 North;
- **Morgan Barrett**, BSN, RN, PCCN, Manager, Medical Cardiology Step-down/Heart Failure Unit;
- **MarySue Carson**, BSN, RN, CNML, Manager, Neurotrauma ICU;
- **Brenda Smith**, BSN, RN, NE-BC, Manager, Women's Surgical Unit.

**September 23 Retreat**

Nursing Unit Supervisors (NUS) throughout Mission Hospital participated in the day-long retreat at Lutheridge Conference Center on September 23, 2011. Dr. Ron Paulus, President and CEO, Mission Health, delivered the keynote address “State of the Union at Mission Health System.”

Other presentations included:

- “Vision of the NUS Role at Mission Hospital” by **Linda Anderson**, MSN, RN, Director, Adult Medical Surgical Units, and **Katie Cheatham**, BSN, RN, PCCN, NUS, 9 North Step-down;
- “Managing Employee Confidentiality and Lawson Human Resources System” by **Anne McClintic**, Manager, Learning Resources and Organizational Development;
- “Leadership Role in the Professional Practice Environment” and “The Courage to Lead” by **Elaine Scherer**, MA, BSN, RN, Director, Nursing Education, MAHEC;

**Nurse Leader Role Revisions**

During 2011, the roles of Nursing Unit Supervisor (NUS) and Nursing Manager were revised to raise the professional standard and to more accurately reflect the contribution of the roles to the organization.

After eight months of group meetings for the NUS revision and six months for the Managers’ role changes, the Nursing Administrative Council approved updates that focused on higher education and national certification requirements. The NUS role minimum education was set at the Bachelor of Science in Nursing (BSN) level. The Managers’ minimum requirement was decided to be a Master of Science in Nursing (MSN) or a BSN with a Masters in a related field. Grace periods were established to allow nurses currently in those positions to attain the required degree.

Both roles now require professional certifications. Other changes involved specific responsibility for safety and quality in the organization.

**Key staff who participated in the group meetings to set these professional standards were:**

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Women’s and Children’s Nursing Leadership Team Retreat

On August 12, Ginny Raviotta, MN, RN, NE-BC, Director, Women’s and Children’s Services, invited the managers, nursing unit supervisors (NUS), research nurse, clinical nurse specialists, and educators to an afternoon of appreciation and team building. The retreat, including lunch in downtown Asheville and the historic trolley tour of the city, recognized the hard work and dedication of the nursing leadership team.

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.

(Reprinted from Mission on Demand with permission.)

The following list includes leaders completing the course in 2011 who are nurses or who work closely with nurses in providing patient care:

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<td>Aaron Love</td>
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NURSING
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THROUGH EMPOWERMENT
EXCELLENCE
Awards & Recognition

North Carolina Great 100 Nurses of 2011 included six 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 October 17 and joined other honorees from across the state at a formal gala in Greensboro on October 22. Since the inception of the NC Great 100 in 1989, a total of 163 Mission nurses have been honored.

Joy Brooks, RN, CEN
Emergency Department

Shae Lynn Byas, RN, CEN
Mission Children's Specialist

Bryanna Gibbs, RN, BSN, PCGN
9 Step Down

Denise Mollenkopf, RN, MSN, FNP-BC, Mission Children's Specialist

Kitty Ratzlaff, MA, BSN, CGRN
Endoscopy

Cheryl Postlewaite, MSN, RN, CWOCN Wound Care Center

2011 Spirit of Martin Luther King Award

Kathey Avery, RN, of 10 North Oncology, 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:
Alesia Oliver, Care Management
Barbara James, Mission OR
Carlton Battle, Environmental Services
Cheryl Conway, Nursing Practice, Education and Research
Dana Triplett, Heart Services
Frank Castelblanco, Heart Services
Gina Baron, Pharmacy
Jeff Sutton, Echo Lab
Jenny Sippel Tompkins, Pharmacy
Joe Lee, Director CVOR
Julian Ferrits, MD, Asheville Hospital Group
Julie Bell, Pediatrics
Michelle Howard, Emergency Department
LaRon Blake, Invasive Cardiology, EOC Lab
Laurie Downes, Nursing/Gift Critical Care
Leigh Angel, 9 Step Down
Mildred Carson, Legal Risk

Nurses Week Excellence Awards

Four nursing staff members received Excellence Awards for Nurse Leader, Licensed Practical Nurse, and Certified Nursing Assistant at the Nurses’ Week Event on May 10 in the MAHEC Auditorium. Registered Nurses are not included in these awards, as two RNs are recognized each month by the DAISY Award.

 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.

Mission Health Senior VP and CNO Kathleen Guyette, MSN, RN, NE-BC, presented the awards and read a portion of each winner’s nomination.

Family Choice Awards

Three Neonatal ICU (NICU) RNs received a Family Choice Award given at a ceremony sponsored by the Family Support Network. Larissa Gore, Kim Reik-Johnson, and Doy Brown were nominated by a NICU mom for their team effort as her baby’s primary nurses.
DAISY Awards

In April, 2011, through the efforts of Tina Barnes, MSN, RN, NEA-BC, Manager, Professional Nursing Practice, Mission Hospital began recognizing exceptional Registered Nurses with two monthly DAISY Awards (Diseases Attacking the Immune System). Sponsored by the national DAISY Foundation, this award is endorsed by the American Organization of Nurse Executives, the Magnet® Recognition Program, and other national nursing organizations.

The family of Patrick Barnes, who died at age 33 from an auto-immune disease, established the award to thank nurses across the U.S. for the care and compassion they provide to patients and their families.

Nurses are nominated by co-workers, patients, family members, or physicians and selected by a committee whose members do not see the names of those nominated. Selections are made based on the content of the nomination giving examples of how the nominees demonstrate patient-centered care, service excellence, and clinical expertise.

A surprise celebration is conducted by nursing leaders for each recipient on their respective nursing unit. Each recipient receives a certificate; a DAISY lapel pin; a hand-carved sculpture, called “A Healer’s Touch,” made by artists of the Shona tribe in Africa; and gifts from owners of three local businesses, Steve Frabitore of Tupelo Honey Cafe, Janet Frye (and daughter Emily) of The Enchanted Florist; and Brian Lee and Tiffany Hampton of The Altamont Theatre. Award recipients are recognized in newspaper ads, internal newsletters, hospital screensavers, and the DAISY Foundation website.

The Georgia Crump CNA Award

The Georgia Crump CNA Award is given annually to a deserving Certified Nursing Assistant (CNA) chosen from among nominations from healthcare facilities across Western North Carolina (WNC). Kathy Jackson, CNA, Medical Cardiology Step-down, and Christopher Dafler, CNA, Emergency Department, were among the nominees from across the region. The award was presented at the Mountain Area Health Education Center 12th Annual WNC Nursing Assistant Conference on October 5. 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.
Nursing Excellence

Ambassador Awards

At each monthly meeting of the Nursing Governance Board, the central body of hospital-wide shared decision making councils, a Nursing Excellence Ambassador Award is presented. Nurses and collaborative 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 April due to the Nursing Leaders’ Retreat held instead of the NGB meeting and in December, when there was no meeting due to the holiday break. Award winners for 2011 were:

January
Christine Conrad, BSN, RN-OB, Labor and Delivery

February
Clinical Ladder Council represented by (L to R): Front Darlene Schneider, MSN, RN, CCRN, Nursing Education Specialist II, Regina Phelps, PhD, RN-BC, NEA-BC, Director, Nursing Practice, Education, and Research; Peggy Carlson, RN, CNOR, Cardiovascular Operating Room; Cheryl Conway, MSN, RN-BC, NEA-BC, Nursing Education Specialist II. Back Kathy Guyette, MSN, RN, NE-BC, Senior VP and CNO, Mission Health Laurie Downs, BSN, RN, CCRN, Manager, Cell ICU Linda Y. Smith, MSN, RN, IBCLC, Manager, Neonatal ICU

March
Ami Torrey, BSN, RN, CCRN, Cardiovascular ICU


May
House Supervisors represented by (L to R): Jeannie Bollinger, BSN, RN, CCRN, CSC, Co-chair, NGB Mary Jane Cline, MSN, RN Susanne Mowry, BSN, RN Teresa Orozco, BSN, RN Susan Odom, BSN, RN Kathy Guyette, MSN, RN, NE-BC, SVP and CNO, Chair, NGB

June


Nursing Support Services

Compassion in Action (CNA) Awards

This award program was developed and implemented in May, 2011, by the Shared Decision Making Team of the Staffing Pool (Nursing Support Services) to honor their department’s outstanding Certified Nursing Assistants in their day-to-day work, as they float to many different nursing units. The award recipients are chosen because they consistently exemplify the delivery of compassion in action through teamwork, attitude and careful thoughtful treatment of patients.

May
Tim Owen
Valentina Drake
Shermonica Darit

June
Vivian Pagan

July
Frances Roland
Frankie Knight

August
Kimberly Christensen

September
Donna Shivers

October
Patty Sneed

November
Sarita Holloway

December
Megan Demski
John Tiffany

July
Chris Aquilino,
Executive Chef
Catering Manager

August
Rapid Response Team represented by (L to R): Carlin Smith, BSN, RN, PCCN, Nurse Educator I Sharon Wilson, BSN, RN, CCRN, Manager, Medical Surgical ICU Gina Moore, BSN, RN, Rapid Response Team

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

October
Barb Marsh, MHS, BSN, RN, CRN, Nursing Education Specialist II

November
Amy Johnson, JD, MBA
Director, Accreditation
Clinical Affiliations

Coordinated by Cheryl Conway, MSN, RN-BC, NE-BC, Nursing Education Specialist II, Nursing Practice, Education & Research (NPER). Mission Hospital serves as a primary clinical site for the following Colleges and Universities in nursing and allied health.

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

- Appalachian State University
- Caldwell County Community College and Technical Institute
- Case Western Reserve University
- Catawba Valley Community College
- Central Piedmont Community College
- Chattanooga State Community College
- Creighton University
- Duke University
- East Carolina University
- East Tennessee State University
- Edgecombe Community College
- Emory University
- Gardner Webb University
- Lees McRae College
- Lenoir Community College
- Lenoir Rhyne University
- Liberty University
- Madisonville Community College
- Mars Hill College
- Mayland Community College
- Montreat College
- North Georgia College & State College
- Northeast State Community College
- Regis University
- South College
- University of North Carolina-Chapel Hill
- University of North Carolina-Charlotte
- University of North Carolina-Greensboro
- University of North Carolina-Wilmington
- University of Tennessee
- Vanderbilt University
- Vermont College
- Walden University
- Western Carolina University
- Western Piedmont Community College
- Wingate University
- Winston-Salem State University

Note: Does not reflect affiliations for medical education.

Oncology Nursing Society

“Honor Someone Special” Recognition

Christine Price, RN, Oncology was recognized by the Oncology Nursing Society (ONS)’s “Honor Someone Special” program. A colleague nominated Christine for her compassion and the passion she shows by “letting her patients see her true colors through her laughter, smiles, tears and respect she demonstrates in her unique caring way.”

Continuing Education

Activities in Holistic Nursing

The Integrative Healthcare department provides numerous continuing education activities to support the work of Holistic Nurses, other hospital staff, and nurses in other work and community settings. Some major achievements included:

- The Holistic Nurse Certification Prep Course attracted RNs from the Eastern U.S. interested in sitting for one of the three American Holistic Nursing Association sponsored certification exams.
- “The Nurse As An Instrument of Healing: The Essence of Presence” was co-provided with MAHEC with a total attendance of 98.

Holistic Retreats

The Holistic Staff Retreats are a two day, one night opportunity the Integrative Healthcare Department provides for all Mission staff to experience rejuvenation, self-growth, and education. In 2011, there were nine retreats with 103 staff participants.

The retreats are held at beautiful, local retreat centers, where staff have a chance to 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. Some of the educational opportunities provided include: creating a healing work environment, being a healing presence, self-care practices, the mind-body-spirit connection, and team building. The Holistic Retreats have been a highly successful program with consistent positive feedback.

Healing Touch

Healing Touch is a multi-level international certification program in energy based therapy that moves from beginning to advanced practice. Through the Healing Touch Program classes are available to both staff at Mission and the community at large. In 2011, there were nine classes with 94 participants in various levels of Healing Touch.
**Professional Leadership**

**Alesia Carpenter, MSN, ACNS-BC, Simulation Laboratory Coordinator, NPER**  
Subject Matter Expert for healthcare simulation studies being developed by International Nursing Association for Clinical Simulation and Learning

**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

**Charles Tucker, MSN, RN, CNE**  
Cath Lab; Faculty, Western Carolina University, School of Nursing  
Newsletter Editor, Eta Psi Chapter, Sigma Theta Tau International

**Cheryl Conway, MSN, RN-BC, NE-BC**  
Nurse Education Specialist II, NPER  
Board Member of University of North Carolina-Chapel Hill School of Nursing Foundation and  
Communication Chair  
President, Sigma Theta Tau, Eta Psi Chapter

**Cherry Odom, BSN, RN-BC**  
Writer/Editor/Historian and Coordinator, Special Projects, NPER  
NC Organization of Nurse Leaders (NCONL) District One Secretary  
NCONL Board of Directors member and  
Chair of Information Services Committee  
Great 100 Fundraising Committee Co-chair

**Cindy Barkei, BSN, RN, HN-BC, HTCP**  
Integrative Healthcare  
Subject matter expert for pilot exam to establish  
American Nursing Credentialing Center (ANCC) certification for Healing Touch

**Cindy Benton, FNP, Neurology Services**  
Elected non-physician provider representative for Mission Medical Associates  
Physician Leadership Council (PLC)

**Cindy McJunkin, BSN, RN, SANE-A, SANE-P, CPN, DCFI**  
Mission Children’s Specialists  
Member, Community Multidisciplinary Teams in Haywood and Jackson Counties Coordinator; Western NC Forensic Interviewers’ Peer Review group

**Dawn Greene, RN, CCRN, CSC, Nurse Educator**  
Cardiovascular ICU and Recovery Unit  
Received commendation from American Association of Critical Care Nurses (AACN) for maintaining her CCRN (Certified Critical Care Registered Nurse) for 20 years

**Deborah McDonald, BSN, RNC; Neonatal ICU**  
Adjunct Faculty for Asheville Buncombe County Technical College (AB Tech),  
Pediatric/Neonatal Transport program

**Denise Anthes, TBD(AS), MBA, BSN, RN, HNB-BC, HTCP/I; Holistic Nurse Specialist**  
Served on the Research Council for International Healing Touch Program  
Served as Peer Reviewer for AHNA National Conference  
Member of the MAHEC Regional Advisory Council  
Subject matter expert for pilot exam to establish ANCC certification for Healing Touch

**Elizabeth D. Russell, BSN, RN-EM**  
Labor and Delivery  
Instructor for the two-day Association of Women’s Health, Obstetric, and Neonatal Nurses (AWHONN) Intermediate Fetal Monitoring class open to all nurses performing fetal monitoring; held in January at Pardee Hospital, Hendersonville, and in August at Mission Children’s Specialists.

**Evelyn Davidson, RN, HN-BC, HTCP; Neonatal ICU**  
Subject matter expert for pilot exam to establish ANCC certification for Healing Touch

**Ginny Raviotta, MN, RN, NE-BC**  
Director, Women’s and Children’s Services  
NC Perinatal Quality Collaborative Leadership Committee member

**Gloria Simuel, MSN, RN, ACM**  
Care Management  
Chi Eta Phi Professional Nursing Sorority Treasurer  
Adjunct Faculty, South College

**Heidi Sherman, MSN, RN-BC, Nursing Education Specialist II, NPER**  
WNC American Association of Critical Care Nurses Chapter Secretary  
Sigma Theta Tau, Eta Psi Chapter Secretary

**Janet Magruder, BSN, RN-BC, OCN, CBCN**  
Nurse Navigator, Breast Program, Cancer Services Treasurer; Board of Directors, Carolina Blue Ridge Oncology Nursing Society

**Jon Lowrance, BS, BSN, RN, WEMT, CCRN**  
Col Intensive Care Unit  
Instructor, wilderness medicine, Wilderness Medicine Institute of the National Outdoor Leadership School

**Karen Picou, BS, RN, CNOR Nurse Educator I, NPER**  
Attained the Certificate of Mastery for Surgical Services Educator

**Kathy Smith, BSN, RN, OCN, Manager, Orthopedics**  
President of Carolina Mountain National Association of Occupational Health Nurses (NAON), Jan-May

**Kelly Pearson, BSN, RN, 8 North**  
Adjunct clinical faculty, AB Tech ADN program nursing students  
Lourdes Lorenz, MSN, RN, NEA-BC, AHN-BC  
Director, Integrative Healthcare  
Serves on Research Council for International Healing Touch Program  
Served as Peer Reviewer for AHNA National Conference  
Serves on Health Advisory Council for Institute of Emerging Issues, Raleigh, NC  
Serves on American Nurses Association, Congress, Council for Nursing Practice and Economics as representative for American Holistic Nurses Association

**Marsha Laird, BSN, RN**  
Staff Health/Occumed; WNC Association of Occupational Health Nurses (WNCAOHN) Board member and Treasurer  
NC Association of Occupational Health Nurses, Membership Chair

**Mary Lou Adams, BSN, RN, CCRN, CSC**  
Nursing Educator; Nursing Practice, Education and Research; WNC AACN Chapter President

**Mary Richard, BSN, RN-BC, CES**  
Director, Heart Path  
Member, Program Certification/Recertification Committee of the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)

**Megan Beach, CNA II**  
Medical Cardiology Step-down; Vice President, Blue Ridge Community College Nursing Club

**Michelle Moore, BSN, RN, CAPA, CCRN, CPN Nurse Educator I, NPER**  
WNC American Association of Critical Care Nurses Chapter Treasurer  
Attained the Certificate of Mastery for Surgical Services Educator

**Patricia Jane Windle, RNC, OB, EFM, IBCLC, HN-BC, HTCP, Labor and Delivery**  
Completed Level 5, Healing Touch

**Pat Standifer, MSN, RN, Nursing Informatics**  
NC Nurses Association, Western Region, Secretary

**Pat Wallenborn, BSN, RN**  
Asheville Surgery Center Operating Room  
President, WNC Association of periOperative Registered Nurses (AORN) Chapter 3406

**Pearl Abernathy, BSN, RN, OCN, CCRP**  
Cancer Research; Membership chair local Carolina Blue Ridge chapter of Oncology Nursing Society

**Rachel Lorenz, CNA**  
Medical Cardiology Step-down (MCSD)  
Community chair, Association of Nursing Students
Professional Leadership continued

Shae-Lynn Byas, RN, CPN, CPHRN
Pediatric Orthopedics, Mission Children’s Specialists
Adjunct Faculty for Asheville Buncombe County Technical College Paramedics Program—Pediatric Paramedic and Pediatric Clinicals

Stephanie B. Carroll, MS, BSN, RN, NP-C (FNPs)
Cardiovascular Progressive Care: Faculty, BSN program, Bob Jones University, Greenville, SC

Stephanie Klinger, BSN, RN: 8 North
Association of Nursing Students, Class historian

Tina Barnes, MSN, RN, NEA-BC
Manager, Professional Nursing Practice
NCONL District One Co-chair
MONTREAT College BSN Advisory Council

Vallire Hooper, PhD, RN, CPAN, EAAAN
Manager, Nursing Research
Co-Editor, Journal of PeriAnesthesia Nursing
Official Journal of the American Society of PeriAnesthesia Nurses

Velda Biddix, MSN, RN, CRNI, CNS, VA-BC IV Therapy
President-elect, Foothills Association For Vascular Access Networks Chapter
Test item writer for the creation of the national certification exam Vascular Access (VA-BC)

Wendy Spahnhour, BSN, RN, CPN, Pediatric ICU
Renewed certification as an Outdoor Emergency Care Technician, a performance-based, emergency care educational program of the National Ski Patrol

Nurses Week
Celebration Event

More than 130 participants gathered for the Celebration Event held in the MAHEC Auditorium and moderated by Jeanie Bollinger, BSN, RN, CCRN, Cardiovascular ICU (CVICU), and Ashley Mathus, RN, Coli ICU, chair and co-chair of the Recognition and Retention Council, which sponsored the occasion.

Tina Barnes, MSN, RN, NEA-BC, Manager, Professional Nursing Practice, was the key coordinator for the event and the distribution of Nurses Week gift funds.

The program opened with two new graduate nurses, Hope Curry, BSN, RN, of Neurotrauma ICU, and Mary Lucey, BSN, RN, of Women’s Surgical Unit, singing and playing guitar during a slideshow of Mission nurses facilitated by Jessica Taylor, RN, Neurotrauma ICU, and produced by Leigh Angel, BSN, RN, Manager, 9 North Step-down.

Nursing Awards for two Nurse Leaders, one LPN, and one CNA were presented by Kathy Gayrette, MSN, RN, NE-BC, SVP and CNO of Mission Health.

Registered Nurse DAISY Award winners were recognized for April and May, the first two months of the program at Mission.

Kathy also delivered “The Journey to Nursing Excellence” address, highlighting the many achievements and quality efforts of Mission nurses during the previous year.

Special recognitions were given by the Marketing and Communications Council to groups who lead great support to Mission nurses. Chair Carey Estes, BSN, RNC, of Neonatal ICU, and Co-chair Kathleen Leake, BSN, RN, Chest Pain Observation Unit, presented appreciation plaques to:

Mission Healthcare Foundation, represented by President Bruce Thorsen, Vice President Melody Dunlop, and nearly 10 Foundation staff members

MAHEC Department of Nursing Education—Director Elaine Scherer, MA, BSN, RN, and Associate Director, Linda Stanton, MHS, BSN, RN

MAHEC Librarians—Director Joan Colburn, MLS, Debbie Skolnik, MLS, and Sue Stigleman, MLS

Kevin Sowers, MSN, RN, FAAN, President and CEO of Duke University Hospital, presented the keynote address, “The Power of One” relating humorous and heart touching stories to describe ways that nurses touch the lives of many, one person at a time.

A reception and Professional Practice Fair followed in the lobby.

Sigma Theta Tau
International Honor Society Inductees

Carol Jackson, MHS, BSN, RN
Director, Nursing Support Services

Darlene Scheider, MSN, RN, CCNP; Nursing Education Specialist II, NPER

Elizabeth Camp, BSN, RN, 8 North

Heather Denton, BSN, RN, Transfer Unit

Heather Johanson, BSN, RN, 7 North

Jefrey Silvis, BSN, RN, Medical Cardiology Step-down

Jessica Ledford, BSN, RN, Asheville Surgery Center

Jill Rabideau, BSN, RN, Nursing Support Services

Joann Chang, BSN, RN, Pulmonary Medicine Care Unit; Pulmonary Medicine Step-down (PMCU/PMSD)

Leanna Terrell, BSN, RN, 7 North

Lisa Potter, MSN, RN, Pulmonary Medicine

Maradaun Hennessy, BSN, RN, CNML, Manager, General Surgery

Marlaine Baldelli, BSN, RN, Care Manager, Orthopedics

Patti Shields, BSN, RN, Nursing Practice, Education, and Research

Theresa Trebon, BSN, RN, Pulmonary Medicine

Heart Outreach & Awareness

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. The next phase of RACE is underway that will focus on the treatment of patients suffering a cardiac arrest. The treatment process includes the use of therapeutic hypothermia, which Mission initiated in 2007. The national survival rate for an individual who suffered a cardiac arrest is eight percent; at Mission, we achieved a survival rate of 38 percent in 2011. Mission, regional hospitals and Emergency Medical Services (EMS) are collaborating with the goal of achieving even greater outcomes in WNC.

Since its inception in 2010, Minutes Matter volunteers (most of whom are Mission employees) have instructed over 12,000 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 over 40 community screenings and educational events in the region during 2011. 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 2011 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.
### Volunteer Staff Member | Volunteer Activities
---|---
**Adam King**, CNA II, Cath Intensive Care Unit | Coordinator of second Annual 49ers for Life Blood Drive at UNC Charlotte with the American Red Cross on January 13, collecting 726 units of blood from the community within a 12 hour period, breaking the university’s record at the time for number of units collected in one day.

**Allyson Self**, BSN, RN, PCN, 6 North | Volunteer Blue Ridge Pride

**Amy Holguin**, BSN, RN, Specialty Pool | Vice President, Board of Directors, Bent Creek Community Park

**Anita Bryant**, RN, Cardiovascular Progressive Care | Treasurer/West District: 4-H Horse Advisory Board; and activities volunteer

**Andrea Faunce**, RN | Volunteer fire-fighter and Medical Responder with the Walnut Community Volunteer Fire Department, Madison County

**Andrew Wax**, LPN/Ashville Cardiology Associates | Volunteer for March of Dimes

**Barbara Mink**, BSN, RN, CHRN | Volunteer for Polk County Wellness Coalition helping those without insurance in a rural county

**Barb Radford**, MSN, RN,CC | United Way Back-to-School Supply Drive

**Barbara Sawyer**, RN, CCRN | Board of Directors member:Barnardville Fire Department

**Bob Seigler**, RN, Neuroscience | Volunteer for Keller William's RED (Renew, Energize and Donate) Day at Manna Food Bank.

**Brenda Sprinkle**, RN, Endoscopy | Relay for Life sponsor; Board of Directors member; Big by Community Health and Wellness Center; Barnardville

**Brynn Barale, RN** | Volunteer for Loving Food Resources, a food pantry for people living with HIV/ AIDS or who are in home hospice care.

**Cardiology ICU Nurses** | Volunteer with Casting for Recovery–Carolina, offering support and retreats in a natural setting to breast cancer survivors

**Denise Ebert, RN, Manager** | Participants in Ramble Run on May 7 at Biltmore Park; Sponsored in part by Mission Sports Medicine, the race was a benefit for the Community Foundation of Western North Carolina Women’s Fund, which awards grants to promote economic self-sufficiency for women in WNC.

**Heather Martin, RN** | Volunteer for Loving Food Resources, a food pantry for people living with HIV/ AIDS or who are in home hospice care.

**Lisie Pfeiffer, RN** | Volunteer with Casting for Recovery–Carolina, offering support and retreats in a natural setting to breast cancer survivors

**Sandy Beavers**, BSN, RN, Cardiovascular Case Manager | Volunteers for July Volunteer in Asheville, a half-marathon Candidates for Cancer Services

**Sherry King, RN, NUR, CCRN** | Volunteers for July Volunteer in Asheville, a half-marathon

**Colleen Rockstroh, RN, OCN, OCN** | Made a signature quilt for a co-worker diagnosed with cancer and had everyone on unit sign with words of encouragement.

**Deborah Kay, RN, OCN, OCN** | Volunteer with Mercy of America; Volunteer for Diabetic Kids Camp as a nurse

**Denise Steuber**, BSN, RN, CCRN, OB/GYN, | Volunteer with Ladies Night Out monthly

**Janet Magruder**, BSN, RN, CCRN, OB/GYN, Nurse Navigator, Breast Program, Cancer Services | Volunteer with several community events for breast cancer awareness including Run the Way, Paint the Town Pink and Making Strides with the American Cancer Society

**Diane Scheimann**, BSN, RN, AS, CNRN | Volunteer at Community Health Fairs teaching Risk Factors for heart disease and Minutes Matter--recognizing signs of stroke and basic life support in cardiac arrest using compressions only CPR. Volunteer with Mission Hospital Pet Therapy

**Dianne Stover**, RN, CCRN, Cardiovascular Progressive Care | Volunteer for various free community health screenings

**Elizabeth D., RUSSEL, BSN, RN, CCM** | Volunteer for March of Dimes

**Evelyn Davidson**, RN, CHBC, HTCP, Neonatal ICU | Volunteer Healing Touch for abused women in emergency shelters

**Ginny Raviotta**, RN, NE, NBC | Volunteer work with the elderly providing simple home repairs and free eggs

**Gloria Simuel, MSN, RN, ACM** | Chair for Mission Hospital’s United Way Campaign 2011

**Sonia Davis, RN, ACM** | Ruth我喜欢中心 Board Member

**March of Dimes Grant Review Committee Member** | HEALS Steering Committee Member---Pilgrim Legal Services

### Community Service

**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**

| A. J. Shipman, Jr. | Karen Avrediasian
| Aleen Davis | Karen Chappell
| Amanda Neal | Karen Diez
| Amie Fluharty | Karen Fessler
| Amy Good | Karen Killian
| Angie Howard | Kathi Bakinger
| Ann Maude-Simpson | Kelly Benson
| Anne Jenne | Kelley Tyler
| Anne Ramirez | Ken Rek-Johnson
| Anthony Laskis | Kimberly Anderson
| April Hartzog | Kimberly Banks
| Ashley Davis | Kimberly Green
| Ashley Harn | Kimberly Montgomery
| Ashley Mathus | Krista Kelly
| Aubrey Gilbert | Kristina Wing
| Audrey Johnson | Kyong Stark
| Barbara Himan | Larry Hensley, Jr.
| Barbara Radford | Laura Clark
| Beverly Hoppis | Lesley Edwards
| Brandi Ashe | Leslie Shell
| Brenda Sommer | Leslie Verner
| Bridget Brennan | Linda Naber
| Brittany Austin | Lisa Boone
| Bryanna Gibbs | Lisa Moss
| Cameron Greene | Mack Whitson
| Candace Dover | Margaret Blankenship
| Carey Edes | Margaret Bollo
| Carol Logan-Thompson | Mark Snead
| Carrie Castellon | Martha Laird
| Cassie York | Mary Bradt
| Cathryn Francis | Mary Caldwell
| Cheryl Conway | Mary Elfa Hartwick
| Christina Gajewski | Mary Schenc
| Christina Miller | Meargan Lorenzen
| Christine Schumacher, | Megan Spicer
| Cindy Chauvin | Melanie Norman
| Cindy Meyer | Michael Wortman
| Claire Finley | Monica Ridgyad
| Claudia Wheeler | Nichole Wiggins
| Cynthia Allen | Patricia Frisbee
| Candace Wooten | Patricia Kirby
| Deanna Parker | Pia Heyn
| Deborah Waters | Rachel Alsisky
| Denny Wilson | Rebecca Lucas
| Dewey Taylor Jr. | Ricky Roberts
| Diana Brown | Rita Hall
| Donna Smith | Roger Carpenter, Jr.
| Dorothy Silver | Sally Fisher
| E. R. Russell | Sarah McGhee
| Elizabeth Williams | Scott Robinson
| Frank Alagna | Selena Kittrell
| Glenda Smathers | Shelby Bjorle
| Glenn McGlory | Sherando Clifton
| Harold Ball | Sherri Ricker
| Heather Barrier | Stephanie Wright
| Heather Johnson | Stephen Stauder
| Helen Johnson | Susan Carrier
| Jacqueline Cutler | Susan Funderburk
| James Herbold | Tatilah Speerose
| Janet Crooks | Tatyana Edwards
| Jason Dopler | Terry Dunn
| Jennifer Martin | Terry Peak
| Jermaine Davidson | Tina Barnes
| Jill Jenkins | Tiphany Branch
| Joel Gillette | Todd Cost
| John Tiffany | Tommi Workman
| Judith Major | Valentina Draka
| Judy Caraker | Valerie Gulledge
| Judy Haney | Victoria Whlatch
| Judy Hunt | Wanda Wilson
| Julia Clark | Wendy Robinson
<p>| Julie Sheltton |</p>
<table>
<thead>
<tr>
<th>Volunteer Staff Member</th>
<th>Volunteer Activities</th>
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<tbody>
<tr>
<td>Jennifer Martin, RN, Capestone</td>
<td>Master Gardener/Volunteer spirit</td>
</tr>
<tr>
<td>Jill Jones, MHS, BSN, NE-B.C</td>
<td>Finance Committee member for the YMCA. Volunteer for the Ted E. Tourist Adaptive baseball league for youth with or without a disability that limits their ability to play at the Little League level</td>
</tr>
<tr>
<td>Judy Kay Paton, RN, CCRN</td>
<td>Volunteer nurse in February on a step-down unit with Team Heart. Mandarin at a temporary nursing lane from the Ministry of Health in Rwanda caring for children and young adults after cardiac valve surgery.</td>
</tr>
<tr>
<td>Karen E. White, RN, Emergency Department</td>
<td>Member of Concerned Bikers Association (CBA), promoting motorcycle rights and safety.</td>
</tr>
<tr>
<td>Karlyne (Karri) Konczak, M.S. Nursing (MS-Counseling and Guidance, MA-Psychology), Capestone</td>
<td>Volunteer at Asheville Buncombe County Christian Ministry (ABCMM) Medical Clinic.</td>
</tr>
<tr>
<td>Kathleen Genito-Tamaray, MSN, RN, COR, Cardiovascular ICU</td>
<td>Chair, Woman’s and Children’s Services</td>
</tr>
<tr>
<td>Kathleen Usher, BS, RN, LCCE</td>
<td>Assistant Professor of the United Way Back-to-School Drive, which provided book bags and school supplies for more than 370 area children.</td>
</tr>
<tr>
<td>Kathy Heffner, MSN, RN, Director of Heart Services</td>
<td>Volunteer for Bowl for Kids’ Sale fundraiser sponsored by Big Brothers Big Sisters.</td>
</tr>
<tr>
<td>Kathy Smith, BSN, RN, OCN-CCU</td>
<td>Volunteer for March of Dimes.</td>
</tr>
<tr>
<td>Kathy Emmer, MSN, RN, Father/Mother Baby Unit</td>
<td>Girl Scout troop leader and volunteer with the Girl Scouts Carolina Peaks to Methodist Hospital.</td>
</tr>
<tr>
<td>Kayleigh Denny, CANA Medial School</td>
<td>Volunteer at Brother Wolf Animal Rescue.</td>
</tr>
<tr>
<td>Kelly Pearson, BSN, RN, North</td>
<td>Volunteer triage RN for ABCCM Medical Clinic.</td>
</tr>
<tr>
<td>Larry Putnam, RN, Emergency Dept.</td>
<td>Meals on Wheels Coordinator for local church.</td>
</tr>
<tr>
<td>Leslie Verner, BSN, RN, OCN, COR, CANA Cancer Outreach/ Research Nurse, Cancer Services</td>
<td>Coordinator, Mission Hospitals’ Annual Skin and Oral Screening, Asheville Mall April 30 Volunteering who assisted with free skin and oral screenings for more than 300 community members</td>
</tr>
<tr>
<td>Lisa Potter, BSN, RN, Pulmonary Medicine Care Unit, Pulmonary Medicine Step Down</td>
<td>Weekly volunteer at the Asheville Pregnancy Support Services free clinic.</td>
</tr>
<tr>
<td>Linda Posada, MBA, BSN, RN, Planning and Business Support, Women’s and Children’s Services</td>
<td>Volunteer for Room in the Inn, a local effort serving homeless women.</td>
</tr>
<tr>
<td>Linda Welsh, BSN, CANA II, Mother/Baby Unit</td>
<td>Volunteer for Mission Children’s Hospital Family Support Network serving families of children with special needs.</td>
</tr>
<tr>
<td>Lourdes Lorenzo, MSN, RN, NE&amp;B.C, ABMC-BC</td>
<td>Co-chair, Asheville Buncombe Institute of Parity Achievement (ABIPA) Board of Directors member/WCCA.</td>
</tr>
<tr>
<td>Lynn Scarborough, MSN, RN, CANA Medical Care</td>
<td>Board Secretary for Health Partners, which is the Healthy Carolinians Coalition for Buncombe County.</td>
</tr>
<tr>
<td>Marsha Laird, BSN, RN, Staff Health/Occupied</td>
<td>Monthly volunteer at Loving Food Resources, a pantry that helps people with HIV and AIDS.</td>
</tr>
<tr>
<td>Martha G. Hill, BSN, Maternal Fetal Medicine Unit</td>
<td>Monthly volunteer pianist for Sunday morning worship service at Universal Health Care nursing home and rehabilitation facility.</td>
</tr>
<tr>
<td>Marylo Smith, BSN, RN, COR</td>
<td>Volunteer at ABCCM Medical Clinic.</td>
</tr>
<tr>
<td>Mary Lou Adams, BSN, RN, COR, CSC</td>
<td>Christian Biker Outreach, member of Board of Directors and local Street Ministry, serving the homeless and underprivileged with weekly food and supplies.</td>
</tr>
<tr>
<td>Mary Lou Adams, BSN, COR, CSC Chat/WNC American Association of Critical Care Nurses (AACN) Chamber/WNC, ACCN Chapter member</td>
<td>Donated $500 in February to the Elbin Energy Project, which provides oil, natural gas, and assistance with electric bills to families in our community living with illnesses and disabilities</td>
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<tr>
<td>Mary Richard, RN, RN-BC, CENS</td>
<td>Volunteer for numerous health screenings, locally and in WNC.</td>
</tr>
<tr>
<td>Megan Beach, BSN, RN, Medical Cardiology Step Down</td>
<td>Volunteer for fl shot clinic through Blue Ridge Community College.</td>
</tr>
<tr>
<td>Michelle Sink Gillespie, RN, FA, 9 North Step-down</td>
<td>Volunteer for numerous fundraiser events for local community members, mostly individuals with cancer.</td>
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<td>Kathleen Genito-Tamaray, MSN, RN, COR, Cardiovascular ICU</td>
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</tbody>
</table>
Higher Nursing Education

ATTAINED LICENSED PRACTICAL NURSING DEGREE

Andrew Wax, LPN
Asheville Cardiology Associates (ACA)—Former CNA, ACA

Pursuing Licensed Practical Nursing Degree

Karlyne (Karr) Konczal, CNA II (MS-Counseling and Guidance; BA-Psychology); Capestone

Attained Associate’s Degree in Nursing

April Briggs, RN
Pediatrics

Brynna Barale, RN
Medical Surgical Progressive Care (MSPC); Former Nurse Extern; Staffing Pool

Ellen Minjer, RN
Copestone (Former LPN)

Kristen Haun, RN
Pulmonary Medicine Care Unit and Step-down (PMCU/PMDS); Former CNA; Cardiovascular Progressive Care (CVP)

Lacie A. Brigner, RN
6 North (Former LPN)

Marjorie Baskin, RN
Oncology; Former CNA, Oncology

Yejin Min, RN, Call ICU
(Former CNA I; Call ICU)

Pursuing Associates in Arts Degree

Emily Andrews, CNA I, Pediatrics

Pursuing Associate’s Degree in Nursing

Alexis Rosenfelt, CNA II
Medical Surgical ICU

Ashley Stewart, CNA
Orthopedics

Catherine Sylvestre Butler, CNA II; CVC

Cindy Fox, CNA II; Emergency Department (ED)

Deandra Miller, CNA II
Pediatrics Hematology/Oncology

Emily Messer, CNA I
Oncology

Jamie Sane, CNA I
Trauma Care Unit

Jania Dalton, CNA II
Medical Cardiology Step-down (MCSD)

Kelley Regina Smith, CNA I
Neonatal ICU (NTICU)

Megan Beach, CNA II
MCSD

Monica Glass, CNA II
PMCU

Attained Bachelor’s Degree in Nursing

Barbara Mink, BSN, RN, CHPN
Case Management

Carol Jackson, MHS, BSN, RN
Director; Nursing Support Services

Carla Ferrigno, BSN, RN
NTICU Case Manager

Cecil Greck, BSN, RN
Mountain Area Medical Airlift (MAMA)

Crystal Letterman, BSN, RN
MSCP

Gina Moore, BSN, RN, BC
Rapid Response Team

Jenny Arledge, BSN, RN, CCRN, CMC
Manager; Inpatient Case Management

Jill Rabideau, BSN, RN
Medical Surgical Staffing Pool

Karen Bailey, BSN, RN, CNOR; Cardiovascular Operating Room (CVOR)

Karen Manfred, BSN, RN, MSCD

Kelly Phillips, BSN, RN
Accreditation Services

Kim Shelton, BSN, RN; NTICU

Laura Holler, BSN, RN
General Surgery (Former Nurse Extern)

Maridaun Hennessey, BSN, RN, BC, CNML; Manager; General Surgery

Marlaine Baldelli, BSN, RN Case Manager, Orthopedics

Mary Sue Carson, BSN, RN, CNML; Manager, NTICU

Mary Martin, BSN, RN
PeriAnesthesia Care Unit

Melba Jackson, BSN, RN
House Supervisor; Mission Direct Call Center

Melissa Rogers–McCall, BSN, RN
NTICU

Molly Cleveland, BSN, RN
Nurse Extern; Staffing Pool

Morgan Barrett, BSN, RN, PCCN Manager, MSCD/Heart Failure Unit

Nancy Mastrantonio, RN
Women’s Surgery Unit

Nathan Reed, BSN, RN, CCRN
Medical Surgical Progressive Care

Shawn Conner, BSN, RN
NTICU

Stephanie Klinger, BSN, RN
8 North

Tipton Dillingham, BSN, RN
Outpatient Labor and Delivery

Virginia Bradley, BSN, RN
Nursing Unit Supervisor (NUS) Orthopedics

Pursuing Bachelor’s Degree in Nursing

Adam King, CNA II
Call Intensive Care Unit

Andrea Faunce, RN; MCSD

Anne Bowers, RN, CPON, CCRP
Clinical Research Nurse

Pediatric Hematology/Oncology

Ashley Hendrixon, RN
Nursing Support Services

Brynn Barale, RN; MSPC
Nursing Support Services

Cindy Peterson, RN
Nursing Support Services

Christin Carter, RN, RNC-OB
Labor and Delivery

Elaine Beth, RN, PCCN
NUS; 9 North Step-down

Fredi Cooper, RN, CRNI
IV Therapy

Heather Johanson, RN; 7 North

Heather L. Martin, RN
Cardiology ICU (OUC)

Holly McCormack, RNC-OB, GEFM; Labor and Delivery (L&D)

Janet Sheppard, RN, ED

Jessica Ledford, RN
Asheville Surgery Center, Operating Room

Joann Chang, RN; PMCU/PMSD

Joy Brooks, RN, CRNI
Nursing Practice, Education, and Research (NPER)

Judy Luff, RN, RNC-OB, GEFM, BCLC, L&D

Karen Sinclair, RN
Medical Surgical Pool Nursing Support Services

Kathy Smith, RN, CCRN
Manager, Orthopedics

Kathy Wright, RN
Nursing Unit Supervisor; Nursing Support Services

Katie Hamlett, RN
Neonatal ICU

Kendra Maxwell Aylett, RN
Pediatrics

Larry Putnam, RN, ED

Laurie McLean, RN, CCRN
Orthopedics

Lisa P. Clark, RN
Neurosciences

Lisa Williams, RN
Renal Medicine

Mary Teague, RN, PCCN
Nursing Unit Supervisor 6 North

Melanie R. Clark, RN
Admissions Case Manager

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

Patrick Hefner, RN, CCRN

Rachel Biddix, CNA I
Trauma Care Unit

Rachel Lorenz, CNA, MCSD

Salena Taitague, RN, L&D

Susannah Francis, RN, CRNP, CEN, ED

Toby Noel Carver, RN, MCSD

Tonya Mace, MS, RN, CCM

Vickaite Voth, RN, CCRP

William (Bill) Erickson, CNA II; ED

Atained Master’s Degree in Information Technology

Amy Stewart, MS, MS, RN
Nursing Informatics

Barb Radford, MSN, RN, BSN
Nursing Education Specialist II NPER (Post Masters Nursing Education Certificate)

Cathy Retskin, MSN, RN
Case Manager

Darlene Schleider, MSN, RN, CCRN
Nursing Education Specialist II, NPER

Dawn Neuhauer, MSN, RN, CCN
Manager, Oncology, Outpatient Infusion

Evadore Boyle-Jones, MSN, RN
Manager, 8 North

Frank Castelblancas, MSN, RN, RAC
Coordinator and Director of Cardiac Emergencies

Karen Ward, MSN, RN
Nursing Informatics

Robin Jones, MSN, RN, CCRN
Stroke Program Coordinator

Sheila Radcliff, MSN, RN
Manager, ED

Stephanie B. Carroll, MS, BSN, RN, NP-C
(FNP program) Cardiovascular Progressive Care

Trivia Hefner, RN, ED
Attained Master’s Degree in Health Sciences

Maria Hines, MHS, RN, BC
Senior Services Nurse Educator

Pursuing Master’s Degree in Health Administration and Education

Deborah Taylor, BSN, RN
Nursing Support Services

Pursuing Master’s Degree in Nursing

Alicia Eiffer, BSN, RN, CEN, SANE-A; Emergency Department (FNP program)

Amy Hudson, BSN, RN
MCSD (FNP program)

April Messer, BSN, RN
MCSD

Barbara Mink, BSN, RN, CHPN; Case Management

Barbara Veilleux, MHS, BSN, RN, PCCN; MCSD; Adult NP program

Carlin Smith, BSN, RN, PCCN
Nurse Educator; NPER

Elizabeth Averill, RN, RNC-OB; Women’s and Children’s Pool, Nursing Support Services (FNP Program)

Ellen Minjer, RN
Capestone

Emily Mahowald, BSN, RN
NTICU (FNP program)

Gloria Simuel, MSN, RN, ACM
Care Management (Post Masters Certificate)

Grace Barnwell, MSN, RN, BC; 8 North (Post Masters FNP certificate)

Jeanie Bollinger, BSN, RN, CRNP

Karen Moseman, RN
Nursing Informatics

Karen Picou, BS, RN, CRNP

Nurse Educator; NPER

Kathy Gier, BSN, RN, CNML
Manager, Trauma Care Unit
Integrative Healthcare Activities & Community Presence

In 2011, members of the Integrative Healthcare (IH) department provided 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. Information about the department’s services were featured in three local publications: “Pet Therapy,” Asheville Citizen Times, February, 2011; “Mission Nurse Advocate for Alternative Medicine,” Biltmore Beacon, August, 2011; and “Paws on Parade,” The Laurel of Asheville, June 2011.

Community Education

The Integrative Healthcare department provided the first major community/public educational offering to provide an introduction to Integrative Healthcare. The series of four weekly topics were titled “Being WHOLE: Wellness and Healing Opportunities for Life Enhancement.” Evaluations were excellent with requests for more program offerings. Plans for 2012 include collaborating with the NC Center for Creative Retiremen at UNC Asheville to increase community educational activities.

Community Service Projects

The Integrative Healthcare Department provided education or direct services, such as massage, healing touch, aromatherapy, yoga, tai chi, music therapy and/or pet therapy to 103 organizations, including NC Arboretum, US. Forestry Services, American Cancer Society, UNC-A College for Seniors, Norfolk Railroad Physicians, American Cancer Society, and the MAHEC Cancer Survivorship Summit. Leadership and consultation were also provided to Healing Touch Program, the Institute of Emerging Issues in Raleigh, Center for Integrative HUB Asheville Project, and the Minority Medical Mentorship Program.

Integrative Healthcare Collaborations

Integrative Healthcare Department collaborations with organizations included Mountain AHEC, AB Technical Community College, Western Carolina University, and the Blue Ridge Nurse Network.

Certified Nurses Day Celebration

The 532 certified nurses of Mission Hospital were honored on March 17 with activities sponsored by the Nursing Professional Development Council (NPDC). A Certification Oasis was held on the Mission and St. Joseph campuses that included massages, other healing modalities, and light refreshments for certified nurses.

Appreciation gifts for certified nurses were delivered to all nursing units by Amy Cooper, BSN, RN, ONC, Orthopedics; Michelle Chromey, BSN, RN, NUS, Neurosciences; and Darren Coleman, BSN, RN, OCN, Oncology.

Three presentations, “Making a Difference through Certification,” were given throughout the day on both hospital campuses for all nurses by Vallire Hooper, PhD, RN, CPAN, FAAN, Manager of Nursing Research. Senior Vice President and Chief Nursing Officer, Kathy Guyette, MSN, RN, NE-BC, opened the presentation by recognizing and thanking all the nurses who advance their professional development by studying in their specialty and taking the national exam to become certified.

A slideshow played at each presentation highlighting Mission certified nurses and unit walls of honor and recognition. Leigh Angel, BSN, RN, Manager of 9 North Step-down, designed and produced the show using photos by Amy Cooper, Denise Anthes, BSN, RN, MBA, HN-BC, Integrative Healthcare; and Cherry Odom, BSN, RN, Nursing Practice, Education, and Research.

Certified nurses received a letter of recognition and appreciation from SVP and CNO Kathy Guyette and Ron Paulus, MD, MBA, President and Chief Executive Officer of Mission Health. The leader in organizing the day of celebration, NPDC Chair Bryanna Gibbs, BSN, RN, PCCN, and Tina Barnes, MSN, RN, NEA-BC, Manager of Professional Nursing Practice, facilitated the distribution of letters.

At the Certified Nurses Day celebration, Michelle Chromey, BSN, RN, NUS, Neurosciences, offers a snack to Sarah Mohammed, BSN, RN, CEN, Emergency Department (center), as she is added to the list for a massage by Nicole Remaley, BSN, RN, CCRN, Medical-Surgical ICU (r.).
Certifications

in Specialty Areas New or Renewed in 2011

ACCREDITED CASE MANAGER--ACM
Gloria Simuel, MSN, RN, ACM

Care Management, General Surgery
ADULT HEALTH CLINICAL NURSE SPECIALIST CERTIFICATION—ACNS-BC

Lora Balsera, MSN, RN, ACNS-BC, Cardiology Clinical Nurse Specialist, NER
CERTIFIED AMBULATORY PERIANESTHESIA NURSE—CAPA
Michelle Moore, RN, BN, CRN, CPN, CAP-A, Nurse Educator, NPER

Sonja Putnam, RN, BN, CAP-Ashville Surgery Center, Peri-Anesthesia Care
CERTIFIED BREAST CARE NURSE—CBCN

Denise Steuber, BSN, RN, OCN, CBCN; Mission Breast Program, Cancer Services

Janet Magruder, BSN, RN-BC, OCN, CBCN; Nurse Navigator, Mission Breast Program, Cancer Services

Leslie Verner, BSN, RN, OCN, CCP, CBCN; Cancer Outreach/ Research Nurse, Cancer Services
CERTIFIED IN CARDIAC/VASCULAR NURSING (RN-BC)
Kathleen Leake, BSN, RN-BC, ED
Kim Miller, RN, RN-BC, ED
CERTIFIED CONTINENT CARE NURSE
CERTIFIED WOUND CARE NURSE
CERTIFIED OSTOMY CARE NURSE—CWOVCN (FOR ALL THREE)
Cheryl Postlewate, MSN, RN, CWOVCN; WoundTherapy
CERTIFIED CLINICAL RESEARCH COORDINATOR—CCRC

Leslie Shell, BSN, RN, CCRC
Mission Hospital Research Institute
CERTIFIED CRITICAL CARE NURSE—CCRN
Barbara Sawyer, RN, CCRN
Mountain Area Medical Affiliated (MAMA)

Brent Evans, RN, CRNP, Critical Care Pool, Nursing Support Services, Call Intensive Care Unit (ICU)

Andy Biggert, RN, CRNP

Beth Williams, RN, CCRN

Connie Eldred, RN, CCRN

Elizabeth (Beth) Durrett, BS, BSN, RN, CCRN

Jon Lowrance, BS, BSN, RN, WEMT, CCRN
Laurie Phillips, RN, CCRN

Michelle Grant, BSN, RN, CCRN
Rachel Sims, RN, CCRN

Roxanne Heinz, RN, CCRN

Sonya Adams, RN, CCRN

Heather Griffin, BA, BSN, RN, CCRN; Cardiovascular ICU (CHICU)
Kimberly Mallory, RN, CRNP, CVICU
Katie Harriman, RN, CRNP, CVICU
Nicole Remaley, RN, CCRN

Medical Surgical ICU (MSICU)

Timothy Bristle, RN, MSICU
CERTIFIED EMERGENCY NURSE—CEN

Susannah Francis, RN, CRNP, CEN; Emergency Department
CERTIFIED EXECUTIVE IN NURSING PRACTICE—CENP

Karen Grogan, RN, MAH, OCN, CENP; Executive Director Cancer and Infusion Services

CERTIFIED ELECTRONIC FETAL MONITORING—CEFM
Angela Dunham, RN, RNC-EMF; Labor and Delivery (L&D)
Elizabeth D. Russell, BSN, RNC-EMF, L&D
Holly McCormack, RN, RNC-OB, CEFM, L&D
Patricia Jane Windle, RN, RNC-OB, CEFM, IBCLC, RN-BC, HTLP, L&D
Sandie Brewer, RN, RNC-EMF; Certified GASTROENTEROLOGY NURSE—CRNP
Megan Lorenzen, MSN, RN; Director, Endoscopy
CERTIFIED GERONTOLOGICAL NURSING—RN-BC
Diane Scheimann, BSN, RN, ACNS-BC; Cardiology ICU (CICU)
Grace Barnwell, MSN, RN, BC-Neuro, 8 North
Katie Cheatham, BSN, RN, PCN, 9 North Step-down
Pam Froncek, RN, RNC-OB; Heart Path
Stacey Inman, RN, RNC-OB; Orthopedics
CERTIFIED HOLISTIC NURSE—RN-BC
Evelyn Davidson, RN, RNC-BH, HTCP; Neonatal ICU (NICU)
CERTIFIED HEALING TOUCH PRACTITIONER—HTCP
Evelyn Davidson, RN, RNC-BH, HTCP, NICU; CERTIFIED INPATIENT OBSTETRIC NURSING—RN-OB
Martha G. H, RNC-OB; Maternal Fetal Medicine Unit
Jennifer Robinson, RN, RNC-OB
Maternal Fetal Medicine Unit
Elizabeth Averill, RN, RNC-OB
Women's and Children's Pool
Nursing Support Services
Elizabeth Corbin, MSN, BSN, RNC-OB; Labor and Delivery and Women's Surgical Unit
CERTIFIED; MATERNAL NEWBORN NURSING—RN-OB

RNs of Mother/Baby Unit: Amellia Gibby, RN, RNC-MNN
Amy Moore, MSN, RNC-MNN
Anita Summey, RN, RNC-MNN
Elizabeth Chapman, RN, RNC-MNN
Hale Ramsey, RN, RNC-MNN
Kellee Bennett, RN, RNC-MNN
Kristen Seelig, RN, RNC-MNN
Lisa Marshall, RN, RNC-MNN
Lisa Wilkoos, RN, RNC-MNN
Liz Ryan-Weintraub, RN, RNC-MNN
Melinda Teateskaske, RN, RNC-MNN
Shirin McIntosh, RN, RNC-MNN
Trish Moore, RN, RNC-MNN; CERTIFIED IN MEDICAL/SURGICAL NURSING—RN-BC
Janet Allen, RN, RN-BC; Peri-Anesthesia Care Unit
Maureen Winkenwerder, RN, RN-BC; Women's Surgical Unit
Pansy Hustedtler, RN, RN-BC; Pediatrics
CERTIFIED NEONATAL INTENSIVE CARE—RNIC
Audrie Carson-Summer, RN, RNC-NICU; Certified Neonatal ICU (NICU)

Cynthia J. Spero, BSN, RNC, NICU
Linda Yandel, Smith, MSN, RN-NICU, IBCLC; Manager, NICU
Sarah A. Duval, RN, RNC-NICU
CERTIFIED NEUROSCIENCE RN—CRNP
Ann Morrow, RN, CRNP, MSICU
CERTIFIED NURSE EXECUTIVE—NE-BC
Cheryl Conway, RN, BC-NE; Nurse Education Specialist II; NPER
Vicki Arnold, MHS, RN, BC-Neuro, Vascular Center and Asheville Surgery Center
CERTIFIED NURSE MANGER/LEADER—CNML
Barbara Moore, RN
Manager, Surgical Admission Testing/Testing Unit (SATU)
Glenda McCall, MSN, RN, CNML; Manager, Pulmonary Medical Care Unit (PMCU)
Vickie West, MSN, RN, CNML; Manager, 6 North
CERTIFIED NURSE OPERATING ROOM—CNOR
John K. Futch, RN, CNOR
Neuro Team Leader, Operating Room
Karen Picou, BS, RN, CNOR
Nurse Educator, NPER
CERTIFIED NURSE PRACTITIONER—NP-C
Stephanie B. Carmall, MS, RN, NPN; (RN-P), Cardiovascular Progressive Care
CERTIFIED PEDIATRIC NURSE—CPN
Audrie Carson-Summer, RNC-NICU; Certified Neonatal ICU (NICU)
Brandi Tweed, BSN, RN, CPN; Pediatric ICU
Cindy McJunkin, RN, RNC-MNN; Certified Neonatal ICU (NICU)
Rachel Wax, RN, CPN; Neonatal ICU
Shae-Lynn Byas, RN, CPN, CHON; Pediatric Orthopedics, Mission Children's Specialists
Wendy Spainhour, BSN, RN, CPN; Pediatric ICU
CERTIFIED PEDIATRIC HEMATOLOGY/Oncology Nurse—CPHOHN
Shae-Lynn Byas, RN, CPN, CHON; Pediatric Orthopedics, Mission Children's Specialists
Tessa Sullivan, RN, CHON; Pediatric Hematology/Oncology
CERTIFIED POST ANESTHESIA NURSE—CPAN
Deborah Hoilman, BSN, CPAN; Post Anesthesia Care Unit
CERTIFIED RADIOLOGY NURSE—CRN
Joy Brooks, RN, CRNP; NPER; CERTIFIED RN INFUSION—CRNI
Susan Edwards, RN, Manager, N/Therapy
DIPLOMATE CHILOD CONFOCIAL INTROVERER—DCFI
Cindy McJunkin, BSN, RN, SANE-A; CPAN; Child Mission Children's Specialists

FAMILY NURSE PRACTITIONER
BOARD CERTIFICATION—FNP-BC
Deborah Kay Meyer, MSN, MPAH, MPA, FNP-BC, FNP, CNM; Mother Baby Unit
INTERNATIONAL BOARD CERTIFIED LACTATION CONSULTANT—IBCLC
Molly McDonough-Leota, RN, IBCLC; Mother Baby Unit
LAMAZA CERTIFIED CHILDBIRTH EDUCATOR—LCCE
Kathleen Usher, BS, RN LCCE; Prenatal Education
ONCOCERTIFIED NURSE—OCN
Becky Pitts, MSN, RN-BC; Oncology Nurse Navigator
Dawn Neuhauser, MSN, RN, OCN; Manager, Oncology—Outpatient Infusion
John P. McGee, BS, RN, OCN; Nursing Support Services
PROGRESSIVE CARE CERTIFIED NURSE—PCCN
Allyson Self, BSN, RN, PCN; 6 North
Amy Wiggins, RN, PCN; 9 North Step-down
Candace Teague, BSN, RN, PCN; 9 North Step-down
Cara Craig, BSN, RN, 6 North
Carolyn Charles, RN, CVICU
Christy Webb, RN, 9 North Step-down
Cindy Green, BSN, RN, PCN; Cardiovascular Case Manager
Cynthia Diana Allen, RN, PCN, 6 North
Diane Allen, RN, PCN, 6 North
Ellen Ferguson, BSN, RN, PCN; NPER
James Woody, RN, PCN, Transfer Unit
Kathy Koye, BSN, RN, PCN, 9 North Step-down
Kim Davis, RN, CVICU
Mary Teague, RN, PCN, Nursing Unit Supervisor 6 North
Megan Woody, RNC, 9 North Step-down
Karen Cassidy, BSN, RN, PCN; Cardiovascular Case Manager
Megan Woody, RNC, 9 North Step-down
Lindsey Kemp, BSN, RN, PCN; MCD
Lisa Clark, MSN, RN, CRNP, CPN; Nurse Educator II, NPER
Marillassa Morris, RN, PCN, Nursing Support Services
Moyra Evans, BSN, RN, PCN, NUS; 9 North Step-down
Sherry Stevens, RN, RN, 9 North Step-down
Stephanie Arrington, BSN, RN, PCN; 9 North Step-down
Tomya Mace Meese, RN, RN, PCN; Nursing Support Services
REGISTERED CARDIOVASCULAR INVASIVE SPECIALIST—RCIS
Emily Lizardo-Mitchell, BSN, RN, CCN, RCS; Invasive Cardiology
SEXUAL ASSAULT NURSE EXAMINER: ADULT/ADOLESCENT—SANE-A
Alicia Allen, RN, BSN, RN, CNA; EAD—VASCULAR ACCESS BOARD CERTIFIED—VA-BC
Nancy Richter, RN, IV Therapy
Yelda Biddix, MSN, RN, CRNP, ON, VA-BC, IV Therapy
NURSING EXCELLENCE THROUGH PROFESSIONAL PRACTICE
**American Heart Association (AHA) Training Center**

Mission Hospital's AHA Training Center offers Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) classes at no charge to employees. **Bonnie Oliver**, BSN, RN-BC, Nursing Educator Specialist I and Coordinator for the Training Center, collaborates with Mountain Area Health Education Center (MAHEC) and AB Tech to make sure community needs are addressed. She is assisted by over 200 instructors within the Training Center to provide classes locally and regionally to McDowell Hospital, Blue Ridge Hospital, and Transylvania Regional Hospital.

In 2011, BLS instruction was provided to 1,920 staff and 726 community members; additionally, ACLS classes reached 583 staff and more than 123 local and regional community members. As part of the Training Center, Asheville Specialty Hospital taught BLS to 34 staff and ACLS to 62 staff.

**Infection Prevention Nurse Liaisons**

Began in August, 2010, under the direction of **Rachel Long**, MT, MEd, CIC, Manager of Infection Prevention (IP) and Public Health Epidemiologist, the IP Nurse Liaison Program continued efforts in 2011 to help improve patient outcomes by facilitating a better understanding of: 1) IP reports at Mission; 2) How IP monitors infections; 3) Nosocomial infections; 4) The “bugs” that cause infections; and 5) Process improvements to decrease patient infections.

A total of 43 IP Nurse Liaisons from 34 units, both in-patient and out-patient, served as resources for IP process improvement activities and policy input by working closely with their unit’s IP contact person to communicate and implement evidence-based infection prevention practices. The liaisons attend monthly meetings and perform monthly environmental rounds.

**Regional Simulation Laboratory**

Since the 2005 inception of the Regional Simulation Laboratory (Sim Lab), the educational setting has provided high fidelity simulated patient experiences to healthcare providers and students across Western North Carolina. In 2011, Sim Lab moved from the AB Tech Enka Campus to the Mission Hospital Memorial Campus. In 2011, Sim Lab served 2,182 healthcare professionals and students around the region in programs such as mock code practice, Advanced Cardiovascular Life Support (ACLS), Pediatric Advanced Life Support (PALS), Emergency Nursing Pediatric Course (ENPC), and Neonatal Resuscitation Program (NRP). Sim Lab also provides hands-on experiences to area middle and high school students who are interested in healthcare professions.

Plans for 2012 include the introduction of the Regional Simulation and Education Laboratory. The 39 feet Mobile Sim Lab, complete with a dedicated driver, two simulation rooms and a control/debriefing area, was funded through a Health Resources and Services Administration (HRSA) grant and a generous donation from the Mission Healthcare Foundation. The mobile unit will serve affiliate and regional hospitals and schools.

**Alesia Carpenter**, MSN, RN, ACNS-BC, the Regional Simulation Laboratory Coordinator since 2005, develops the teaching scenarios, instructs educators how to operate the simulators, and conducts all simulation sessions.

**Stroke Program Certification**

In 2011, the Mission Neurology Stroke Program was re-certified as a Primary Stroke Center by The Joint Commission (TJC). Mission Hospital's program has been certified since 2007 and is required to undergo a rigorous review biennially.

Through the leadership of Stroke Coordinator, **Robin Jones**, MSN, RN, CNRN, and **Dr. Alex Schneider**, MD, Medical Director of the Mission Stroke Program, and the team collaboration of many nurses, neurology physicians, ED staff, and rehabilitation services, Mission's Stroke Program has been recognized annually by the American Heart Stroke Association for successfully meeting the criteria for ‘Get With the Guidelines’ award recognition. In 2011, Mission Stroke received the highest award for Stroke – Gold Plus.
Holistic Resource
Nurses

In 2011, there were four classes of the Holistic Resource Nurse program with 36 graduates. This course 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 on preparation for the Holistic Nursing Certification (HN-BC) exam and for service 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.

Diabetes Resource
Nurses

Started in 2009 and supervised by Tish Alspach, MPH, RN, Inpatient Glucose Supervisor, the Diabetes Resource Nurse (DRN) program has graduated 191 nurses representing 50 departments. Of these DRNs, 30 graduated in 2011.

The function of the Diabetes Resource Nurse is to:

- Serve on their units as a resource to collaborate with nurses, physicians, CNAs, case managers and all members of their team.
- Utilize the knowledge gained through the program to enhance their application of nursing care to their patients with diabetes.
- Assist their peers to develop strategies on their units to maintain patients' glucose level within target ranges.
- Share the information that they have acquired with nurses on their units.
- Develop and utilize relationships with the Inpatient Diabetes Clinicians.

Mission SECU
Cancer Center

The opening ceremony of the Mission SECU Center, named to honor the donations of the NC State Employees Credit Union, was held October 27. Affiliation with The UNC Lineberger Comprehensive Cancer Center offers benefits of expanded access to clinical research trials; enhanced telemedicine capabilities; expansion of the patient navigator program; and access to survivorship programs.

Staffed by 34 RNs, one LPN, and two CNAs, the Cancer Center provides coordination of care among various care providers streamlining treatment plans and care; access to multidisciplinary care teams; and enhanced ancillary services, such as Integrative Health, Chaplains, Child Life Specialist, speech therapy, and nutritional, financial, and genetic counseling.

Clinics and treatments within the Cancer Center include Pediatric Oncology, Radiation Therapy, Mountain Radiation Oncology, Palliative care, and the Infusion Center for adult patients.

Geriatric Resource
Nurses

Thirty-two nurses completed the Geriatric Resource Nurse (GRN) Program in 2011, bringing the total to 302 GRNs trained across the Mission Health five-hospital system. In addition, 12 certified nursing assistants completed the Geriatric Trained Provider (GTP) program, bringing the total of GTPs to 42.

GRNs and GTPs use their knowledge to provide best practices in elder care including delirium prevention, fall prevention and reducing functional decline during hospitalization. The Mission GRN/GTP program is part of a nationwide organization called Nurses Improving Care to Health System Elders.

Sally Biggers, RN, MCSD, was honored with GRN of the Year for her excellent bedside care and sharing her expertise in videography by creating a video on delirium prevention for nurses. James Drye, CNA, Copestone, was awarded GTP of the Year for his dedication to individualized patient care and leadership in elder care.

Seventeen Mission nurses have achieved national certification by the American Nurses Credentialing Center (ANCC) as Gerontological Nurses, a further testimony of their dedication to excellence in elder care. They are:

Aileen Nerona
Lyndy Maloy
Barb McElroy
Maria Hines
Carla Ballard
Mardau Hennessy
Celena Garrett
Michele Dupuyamon
Debbie Hensley
Pam Fronek
Dianne Scheimann
Ralph Manguson
Grace Barnwell
Stacey Inman
Janet Ray
Stephanie McIntosh
Katie Cheatham

Pediatric Resource
Nurses

The Pediatric Resource Nurse program was offered in fall 2011 to Mission Hospital staff from the ED, Endoscopy, General Surgery, Medical Surgical ICU, Orthopedics, Pre-Op and Post Anesthesia Care Units, and the critical care nurse educator from Watauga Medical Center in Boone. There were six graduates of the program.

Projects completed by participants included an education board about the pediatric code cart, a teaching notebook on pre- and post-op care of a pediatric patient, a teaching board on pediatric IVs, and work on policies related to pediatric care in the ED.

Instructors for the program were:

Adrienne Coopey, DO
Amy Fisher, BA, CCLS
Ansley Miller, MD, FAAP
Blair Simmons, BS, CCLS
Cindy McJunkin, BSN, RN, SANE-P, SANE-A
Donna Lingerfelt, BSN, RN, CPN
Evelyn Arzt, MD
Gary Trimby, RT
Julie Bell, MS, RN, CPN, program Coordinator
Tonja Schroder, BSN, RN, CPN
Shared Decision Making
Nursing Governance Board

The Nursing Governance Board (NGB), begun in August, 2009, continued in 2011 to serve as the central body for Mission Hospital’s Nursing Shared Decision Making Councilor Model. NGB consists of the chairs of the eight major hospital-wide councils and the three hospital-wide supporting councils.

Noteworthy accomplishments of the NGB during 2011 include:

Approved recommendation to have clinical nursing directors participate in all levels of shared decision making to provide support and guidance in direct care nurses’ making decisions about issues that impact patient care.

Approved recommendations to combine the following hospital-wide councils in 2012 to strengthen groups with similar focus: Marketing and Communications to merge with Retention and Recognition; and Clinical Ladder to merge with Nursing Professional Development.

Established Council Referral Form available on the intranet sites of all the hospital-wide councils to be completed when staff have ideas, questions or concerns and need assistance in deciding which council should address the issue.

The chairs and co-chairs of the hospital-wide councils in 2011 were:

<table>
<thead>
<tr>
<th>Council</th>
<th>Chair</th>
<th>Co-chair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Governance Board</td>
<td>Kathy Guyette, MSN, RN, NE-BC, SVP and CNO, Mission Health</td>
<td>Jeanie Bollinger, BSN, RN, CCRN, CSC, Cardiovascular ICU (CVICU)</td>
</tr>
<tr>
<td>Nursing Research Council</td>
<td>Lisa Clark, RN, MSN, CPAN, PCON (Jan-Oct)</td>
<td>Kristy Stewart, MS(N), RN (Jan-Oct), Orthopedics</td>
</tr>
<tr>
<td></td>
<td>Kristy Stewart, MS(N), RN (Nov-Dec), Orthopedics</td>
<td>Kathleen Genito-Tamaray, MSN, RN, CCRN (Nov-Dec), CVICU</td>
</tr>
<tr>
<td>Nursing Administrative Council</td>
<td>Kathy Guyette, MSN, RN, NE-BC, SVP and CNO, Mission Health</td>
<td></td>
</tr>
<tr>
<td>Nursing Quality Council</td>
<td>Andrea Rushlow, BSN, RN (Jan), Nursing Support Services</td>
<td>Jennifer Kerley, RN (Jan), Medical Cardiology Step-down (MCSD)</td>
</tr>
<tr>
<td></td>
<td>Jennifer Kerley, RN (Feb-May), MCSD</td>
<td>Kristy Stewart, MS(N), RN (Oct-Dec), Orthopedics</td>
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<tr>
<td></td>
<td>Monica Ridgway, MHSA, RN, CHCQ, NPER</td>
<td></td>
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<tr>
<td></td>
<td>Lindsey Moon, RN (Sept-Dec), General Surgery</td>
<td></td>
</tr>
<tr>
<td>Nursing Night Council</td>
<td>Deborah (Robertson) Taylor, BSN, RN Nursing Support Services</td>
<td>Barbara Thornhill, RN, Oncology</td>
</tr>
<tr>
<td>Nursing Informatics Council</td>
<td>Karen Payne Ward, MSN, RN, Nursing Informatics</td>
<td>Lisa Edwards, RN, NUR, Neurotrauma ICU</td>
</tr>
<tr>
<td>Nursing Practice Council</td>
<td>Melanie Goodwin, RN, CCN, Col ICU</td>
<td>Sarah Rambo, BSN, RN, Women’s Surgical Unit</td>
</tr>
<tr>
<td>Nursing Professional Development Council</td>
<td>Bryanna Gibbs, BSN, RN, PCON, 9 North Step-down</td>
<td>Denise Anthes, MBA, BSN, RN, HNB-BC, HTCP/P (Jan-July), Integrative Healthcare</td>
</tr>
<tr>
<td>Advanced Practice Council</td>
<td>Cindy Benton, FNP (Jan-July), Neurology Services</td>
<td>Scott Governo, DNP, FNP/PNP, BC (Jan-July), Developmental Behavioral Pediatrics</td>
</tr>
<tr>
<td></td>
<td>Jodi Yaver, PNP-BC (Aug-Dec), Child Medical Evaluation, Mission Children’s Specialists</td>
<td>Margaret Coleman, NP (Aug-Dec), Pediatric Hematology/Oncology</td>
</tr>
<tr>
<td>Clinical Ladder Council</td>
<td>Cheryl Conway, MSN, RN-BC, NE-BC Nurse Education Specialist II, NPER</td>
<td>Cathy Retskin, MSN, RNC, Case Manager</td>
</tr>
<tr>
<td>Marketing and Communications Council</td>
<td>Carey Estes, BSN, RNC-NIC, CNPT (Jan-Apr), Neonatal ICU</td>
<td>Kathleen Leake, BSN, RN-BC (Jan-Apr), Emergency Department</td>
</tr>
<tr>
<td></td>
<td>Kathleen Leake, BSN, RN-BC (May-Dec) Emergency Department</td>
<td></td>
</tr>
<tr>
<td>Retention and Recognition Council</td>
<td>Jeanie Bollinger, BSN, RN, CCRN, CSC CVICU, (Jan-July)</td>
<td>Ashley Mathus, RN (Jan-Jul), Col ICU</td>
</tr>
<tr>
<td></td>
<td>Ashley Mathus, RN (Aug-Dec), Col ICU</td>
<td>Jessica Taylor, RN (Aug-Dec), Neurotrauma ICU</td>
</tr>
</tbody>
</table>
Medication Safety
Champions

Medication Safety Champions were implemented in 2011 through collaboration with Janie Fielder, MSN, RN, NNP-BC; Medication Safety Nurse Specialist, Brenda Asplund, PharmD; Medication Safety Pharmacist, and volunteer bedside care nurses, as part of the medication safety initiative, “Safety in Numbers!”

One of the goals of this initiative is to encourage open discussion of medication errors and the problematic processes that lead to those errors to work on potential solutions for improvement. The plan is to raise awareness of medication errors with front-line staff, increase voluntary reporting of errors (with and without harm), and foster a sense of teamwork to improve medication safety and prevent future errors.

Safety champions are expected to provide education to staff; coordinate efforts toward improvement and/or solutions for medication safety concerns with department/unit management; contribute to defining their role and the program; attend medication safety training; and attend quarterly Safety Champion meetings.

Two training sessions were held in 2011 with the first quarterly meeting on December 6.

Staff members who attended the first quarterly meeting of the Medication Safety Champions on December 6, 2011 were:

Seated left to right:  
Ethel Robinson, RN, 8 North  
Kim Bachman, BSN, RN, MCSD  
Cheryl Critcher, BSN, RN, 3 West  
Brenda Asplund, PharmD, Medication Safety Pharmacist  
Becky Fire, RPh, Community Pharmacy  

Middle row left to right:  
Gina Woodward, BSN, RN, Cardiovascular OR  
Heidi Hicks, BSN, RN, Pain Management Care Unit  
Erica Arndt, RN, Orthopaedics  

Wendy Crabb, RN, Medical Surgical ICU  
Ina Sherlin, LPN, General Surgery  
Michelle Harris, RN, Spine Unit  
Darla Brown, CHT, Tech II, OR  
Rhonda Shields, BSN, RN, OR  
Amy Crocker, BSN, RN, Pre-op  
Janie Fielder, MSN, RN, NNP-BC, Medication Safety Nurse Specialist  

Back row left to right:  
Crissy Pounds, PharmD  
Bethany Delk, PharmD  
Maryann Hubbard, RN, Cath Lab  
Vickie Bradley, MSN, RN, Cath ICU  
Jean Faulkner, RNC, Maternal Fetal Monitoring  
Tipton Dillingham, RN, Labor and Delivery  
David Smith, RN, CORS, Radiology  
Rosalie Anderson, RN, Coporation  
Elizabeth Corbin, MSN, RNC, Women’s Surgical Unit  
Rachel Reilly, RN, Pulmonary Care Unit/Step-down  

Heart Failure Unit
Certification

Mission Hospital’s Congestive Heart Failure (HF) Unit consists of 20 dedicated beds on Medical Cardiology Step-down (MCSD). Opened in December, 2010, the unit achieved Acute Heart Failure Accreditation by the Society of Chest Pain Centers in July, 2011.

Mission's Heart Failure Program was recognized in 2011 at a high level by Get With The Guidelines, a performance improvement program, sponsored by the American Heart Association, for consistent achievement in the quality of care for heart failure patients. The HF nurses receive evidence-based heart failure training sessions provided by Mission Hospital physicians and Clinical Nurse Specialists. The classes are also open to nurses in the community who care for patients with heart failure.

Patients and their families benefit from specialized care of professionals including, nurses, care managers, nursing assistants, health unit coordinators, physicians, physicians’ assistants, dieticians, social workers, and palliative care providers. Ellen Reker, MS, RN, is Regional Coordinator of the Heart Failure Program, and Kelli Lanier, RN, is the Navigator.

Staff who were instrumental in establishing the program and/or attaining accreditation were:

Benjamin Trichon, MD, Asheville Cardiology  
Cathy Trimby, RRT, RCP, Performance Improvement Consultant  
Karen Lemieux, VP, Heart Services  
Kathy Hefner, MSN, RN, Director, Medical Cardiology  

Mary Richard, BSN, RN-BC, CES, Director, Heart Path  
Renee Barnwell, BSN, RN, Manager, MCSD  
Valorie Speegle, MS, RN, Cardiology Case Manager
In Memory of our Colleagues:

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

Douglas Ellithorpe,
Cardiovascular Tech, Cath Lab

Antonio (Tony) Vance
Anesthesia Tech, Cardiovascular Operating Room
NURSING EXCELLENCE THROUGH NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS
### Nursing Research and Evidence-Based Practice

Nursing Research and evidence-based practice are crucial in the delivery of high quality patient care and a positive healthcare experience for the patient that results in good outcomes. Nurses impact the standard of care by raising clinical questions and conducting research to determine positive changes in nursing practice that contribute to the science of nursing.

In 2011, two nurses were hired, as staff members of Nursing Practice, Education, and Research, to assist with the promotion of nursing research: Vallire Hooper, PhD, RN, CPAN, FAAN, Manager, Nursing Research; and Mary Ellen Wright, MSN, APRN, CPNP, Nurse Researcher, Women’s and Children's Health.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>STUDY TYPE</th>
<th>INVESTIGATOR/S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissemination and Implementation of Evidence-Based Methods to Measure and Improve Pain Outcomes</td>
<td>Exploratory/Descriptive</td>
<td>Vallire D. Hooper, PhD, RN, CPAN, FAAN</td>
</tr>
<tr>
<td>National Database of Nursing Quality Indicators (NDNQI) Multi-site Pain Study, Phase I and II</td>
<td>Quantitative</td>
<td>Jan Bailey, MSN, RN, OCNS-C</td>
</tr>
<tr>
<td>Effects of Early Initiation of Induced Therapeutic Hypothermia</td>
<td>Retrospective/Quantitative</td>
<td>Lisa Clark, MSN, RN, CPAN, PCON</td>
</tr>
<tr>
<td>Do Patients Undergoing Induced Hypothermia Post Cardiac Arrest Reach Goal Temperature Faster with use of Neuromuscular Blockade Administration?</td>
<td>Quantitative</td>
<td>Scott W. Governo, DNP, FNP/PNP, BC</td>
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<tr>
<td>Diltiazem efficacy and safety comparing weight based and non-weight based intravenous dosing to treat atrial fibrillation</td>
<td>Quantitative</td>
<td>Julie Applegate, PharmD</td>
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<tr>
<td>Does monitoring of physiological parameters of children with Autism identify those children at risk for metabolic complications who are prescribed 2nd generations antipsychotic medications?</td>
<td>Quantitative</td>
<td>Lisa Clark, RN, MSN, CPAN, PCON, Ellen Ferguson, RN, PCON, Julie Applegate, PharmD</td>
</tr>
<tr>
<td>The Impact on Perception and Stress Level of Students learning Healing Touch Program Level I Curriculum</td>
<td>Quantitative/Qualitative</td>
<td>Denise Anthes, ThD(c), MBA, BSN, RN, HNB-BC, HTCP</td>
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<tr>
<td>Do patient satisfaction scores differ by orthopedic unit environment?</td>
<td>Quantitative</td>
<td>Judy Phillips, DNP, FNP, FNP-BC, ADON</td>
</tr>
<tr>
<td>Effect of Postoperative Delirium on outcomes after Cardiac Surgery</td>
<td>Quantitative</td>
<td>Ralph Mangusen, BSN, RN-BC, PCON, CWON</td>
</tr>
<tr>
<td>The Effect of Emergency Department Length of Stay on Clinical Outcomes for Critically Ill or Injured</td>
<td>Quantitative</td>
<td>Sheila Radcliff, MSN, RN</td>
</tr>
<tr>
<td>Breast Cancer Lymphedema Risk Minimization</td>
<td>Quantitative</td>
<td>Judy Phillips, DNP, FNP, BC, CDA</td>
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<tr>
<td>Nuances of IV Administration of Heparin and Errors</td>
<td>Quantitative</td>
<td>Karen Payne Ward, MSN, RN</td>
</tr>
<tr>
<td>More than a Band-Aid: A transdisciplinary team approach&quot; (Perinatal Loss study follow-up)</td>
<td>Qualitative</td>
<td>Cj Smart, BSN, RN, Brenda Smith, BSN, RN</td>
</tr>
<tr>
<td>Buccal Care using Colostrum, Breastmilk, Bank Breastmilk and Fortified Breastmilk with &lt;1500 grams NICU babies to prevent NEC and Nosocomial Infections</td>
<td>Quantitative/retrospective comparative</td>
<td>Mary Ellen Wright, MSN, APRN, CPNP, Kim Delk, BSN, RN, CPN, Terra Lynch, NC, OCN</td>
</tr>
<tr>
<td>Exploration of the Incidence and Risk Factors for Postoperative Urinary Retention (POUR) in the Orthopedic Total</td>
<td>Quantitative</td>
<td>Jan Bailey, MSN, RN, OCNS-C</td>
</tr>
<tr>
<td>Hepatitis C Virus (HCV) infected patients: The potential impact for healthcare workers</td>
<td>Quantitative</td>
<td>Marsha Laird, BSN, RN, FNP-student</td>
</tr>
<tr>
<td>Protocol adherence during inter-facility transfer of acute ischemic stroke patients treated with IV rtPA</td>
<td>Quantitative</td>
<td>Robin Jones, MSN, RN, CNRN</td>
</tr>
<tr>
<td>Inclusion of Siblings in Therapeutic Play</td>
<td>Quantitative</td>
<td>Kim Delk, BSN, RN, CPN</td>
</tr>
<tr>
<td>Evaluation of Learner Self-Efficacy and clinical Judgment in a pediatric Resource Nurse Program</td>
<td>Pre-Post Evaluation Education Program</td>
<td>Julie Bell, MS, RN, CPN</td>
</tr>
<tr>
<td>Case Study of Survivor Program Support of women with history of child sexual abuse during treatment of Fornier’s gangrene of the vagina.</td>
<td>Research Case Study</td>
<td>Cheryl Postlewaite, MSN, RN, CWOQN</td>
</tr>
<tr>
<td>Comparison of open and closed syringe medication delivery systems in neonatal and pediatric units</td>
<td>Quantitative</td>
<td>Julie Bell, MS, RN, CPN</td>
</tr>
</tbody>
</table>
Nursing Research and Evidence-Based Practice

<table>
<thead>
<tr>
<th>TITLE</th>
<th>INVESTIGATOR/S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusive Breast milk Feedings for Infants &lt; 1,500 grams</td>
<td>Linda Y. Smith, MSN, RN, IBCLC</td>
</tr>
<tr>
<td>Safe Skin to Skin Contact</td>
<td>Amy Moore, RN</td>
</tr>
<tr>
<td>Safe Sleep Campaign</td>
<td>Regina Elliott-Rayburn, RN</td>
</tr>
<tr>
<td>Human Milk Initiative, Well Baby Track Charter Initiative to support exclusive breastfeeding in maternity centers in NC</td>
<td>Joni Lisenbee, BSN, RN, IBCLC</td>
</tr>
<tr>
<td>Evaluation of the Effects of Pain Target Program on Patient Outcomes</td>
<td>Melissa Wilson, BSN, RN, CMSRN</td>
</tr>
<tr>
<td>Buccal Care with Colostrum in Low Birth Weight Babies in the NICU</td>
<td>Kimberly Pinkerton, MSN, RNC-NIC, IBCLC</td>
</tr>
<tr>
<td>Asthma Demonstration Grant for Children 12 and Under in Rural Western NC</td>
<td>Melinda Shuler, BSBA, RCP, HHS, AE-C</td>
</tr>
</tbody>
</table>

**RN Clinical Ladder Projects**

Advancement Projects

The RN Clinical Ladder Program, coordinated by Cheryl Conway, MSN, RN-BC, NE-BC, Nursing Education Specialist II, Nursing Practice, Education & Research (NPER), provides opportunities for the non-supervisory direct care Registered Nurse 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.

Registered Nurse participants complete a Clinical Ladder Portfolio including: a clinical exemplar; resume; elements of evidence (professional development activities); and, evidence based project (Level 3 & Level 4) or research project (Level 5).

In July, Kathleen Genito-Tamaray, MSN, RN, CCRN, Cardiovascular ICU, became Mission Hospital’s first RN to achieve Level 5.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Department and Level</th>
<th>Evidence Based Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anderson</td>
<td>Rhonda</td>
<td>Cath Lab Level 3</td>
<td>How can we decrease turnover time in cath lab and improve the flow?</td>
</tr>
<tr>
<td>Baskerville</td>
<td>Laura</td>
<td>Pediatrics Level 3</td>
<td>Use of infrared temporal artery thermometers for pediatric patients</td>
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<td>Guidelines for visitation in the intensive care</td>
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<td>Planning, developing, &amp; coordinating a fall regional nursing conference for Western North Carolina Society of Gastroenterology Nurses &amp; Associates</td>
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<td>Central Line Associated Blood Stream Infections (CLABSI)</td>
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<td>Jeanie</td>
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<td>Progressive upright mobility process</td>
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<td>Emergency Department wait times: Was there a process to decrease wait times &amp; increase patient satisfaction?</td>
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<td>Neonatal ICU Level 3</td>
<td>Practice recommendation: incorporating discharge teaching during NICU stay</td>
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<td>Athena</td>
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<td>How can discharge teaching be improved in NICU?</td>
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<td>Would unit based Wound Ostomy Continence Nurse (WOCCN) &amp; monthly pressure ulcer surveillance improvement improve Hospital Acquired Pressure Ulcer (HAPU) rate?</td>
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<td>Is there a process to improve specimen labeling in the OR/ OR Control Plan</td>
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<td>Do Mission Hospital’s current chemotherapy policies reflect the most current standards of practice set forth by the ASCO/ONS joint standards, ONS, OSHA, &amp; NIOSH?</td>
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<td>Labor &amp; Delivery Level 3</td>
<td>Do adult survivors of sexual abuse have a high risk for a negative or traumatic birth experience? Creation of a Survivor Services Program.</td>
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<td>Patient/Nurse comfort &amp; satisfaction with two methods of femoral sheath removal</td>
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<td>DeGrave</td>
<td>James</td>
<td>Inpatient Wound Care Level 3</td>
<td>Can we reduce Hospital Pressure Ulcer (HAPU) incidence rates on a consistent basis to improve patient outcomes and avoid cases or non-reimbursment?</td>
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<td>Optimizing thermoregulation in the healthy neonate during the first few minutes after birth</td>
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<td>Parental education &amp; oral rehydration in pediatric patients to prevent ED visits, revisits, &amp; admissions due to severe dehydration</td>
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<td>Mother Baby-Level 3</td>
<td>Visitation practices in mother baby to implement quiet time</td>
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<td>Enslay</td>
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<td>Will increased knowledge and comfort with the pediatric patient lead to better care? Focus: trauma education</td>
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<td>Preparing the new graduate nurse: evaluating the new grad self-efficacy</td>
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<td>Communication between physicians &amp; staff</td>
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<td>Evidence for providing better &amp; earlier supportive developmental care to premature infants</td>
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<td>Preventing phlebotomy blood loss in ICU patients through the use of 3-way stopcock</td>
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<td>Lou</td>
<td>Outpatient Heart Path Level 3</td>
<td>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?</td>
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<td>Application of cycled light in NICU</td>
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<td>Integrative Clinical Information System Collaborative Project &amp; the timing of physician orders before &amp; after the implementation of CPOE</td>
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<td>Pediatrics Level 3</td>
<td>Use of Smart Pump/ guardrail technology in the Pediatric population</td>
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<td>Is there a need for palliative care education for patients with life limiting or life ending illness?</td>
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<td>Patient repositioning &amp; pressure ulcers after epidural injections.</td>
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<td>What is the best practice to obtain accurate history from a preschool child who may have been abused?</td>
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<td>Women’s experience of abnormal papanicolaou smears</td>
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<td>Why are Urine Pregnancy Tests (UPT) performed for pre-surgical patient in the outpatient setting?</td>
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<td>Suction Canister in the unit hanging at an angle &amp; investigation of product change</td>
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<td>How effective are saline flushes when compared to heparin flushes in maintaining patency of central venous access devices in hospitalized adult patients?</td>
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<td>Change in standard of care for Automated Implanted Cardiac Defibrillators (AICD) &amp; inquiry to update practice standard</td>
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<td>Decreasing the number of catheter acquired urinary tract infections in the Emergency Department</td>
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<td>Does the use of professional interpreters enhance communication and health care outcomes in families with limited English proficiency?</td>
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<td>How can discharge teaching be improved in NICU?</td>
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<td>Would unit based wound ostomy continence nurse and monthly pressure ulcer surveillance improve Mission Hospital, Hospital Acquired Pressure Ulcer (HAPU) rates?</td>
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<td>Skin and wound care for the neonatal population</td>
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Nursing Research

A Research Fiesta sponsored by the Nursing Research Council and coordinated by chair Lisa Clark, MSN, RN, CPAN, PCCN, Nurse Educator II, was held May 10 in the Glenn Theater and Stevens Board Room. Featured were speaker presentations about original research projects; digital library search strategies; and posters and research study abstracts.

The speakers and their topics were:

- **Kathleen Genito-Tamaray**, MSN, RN, CCRN, and **Maxine Rolls**, BSN, RN; both of Cardiovascular ICU; “Reducing Noise: Creating an Environment that Heals our Patients”

- **Julie Bell**, MS, RN, CPN, of Nursing Practice, Education, and Research (NPER); **Tonja Schroder**, BSN, RN, CPN, NPER; and **Cheryl Morris**, BSN, RN, CPN, Pediatrics; “The effect of a Pediatric Resource Nurse program for nurses on primarily adult units on their knowledge, skill, and comfort level caring for pediatric patients”

- **Diane Davis**, MSN, RN, Cardiology ICU; “Nurses' Attitude Toward Obesity”

- **Debbie Skolnik**, MLS, and **Sue Stigleman**, MLS, both librarians of MAHEC Health Sciences Library “Accessing AHEC Digital Library resources and Search Strategies”

Nurses presented the following posters:

- **Denise Anthes**, ThD(c), MBA, BSN, RN, HNB-BC, HTCP/I; “The Impact on Perception of Students Learning Healing Touch Program Level 1 Curriculum”

- **Diane Davis**, MSN, RN; “Nurses Attitude Toward Obesity”

- **Laura Beachem**, BHS, RN; “CICU Visitation Outcome Project”

- **Pam Chandler**, MSN, FNP-S, CCRN; **Judy Neubrander**, Ed. D, RN, FNP-BC, CNE; **Vincent Hull** PhD, RN, CNE; and **Jessica Cunningham**, PhD; “Proactive Palliative Care in the Intensive Care Units: Does it Impact a Patient’s Length of Stay?”

- **Lora Balerno**, MSN, RN-BC, CCRN; **Richard Tobin**, MSN(c), RN, UNCC; **Valorie Speegle-Snell**, BSN, RN; **June Harvey**, BSN, RN; **Patrick Hickey**, MS, CE; **Wendy Stryker**, BSN, RN-BC, CCM; and **Andrea Yontz**, MSN, RN; “Telephone Follow-Up and its Impact on Readmission Rates of Heart Failure Patients”

- **Darlene Schleider**, MSN, RN, CCRN; **Lucille Travis**, PhD, UNCC; **Regina Phelps**, PhD, RN-BC, NEA; **Michele Deck**, MEd, BSN, RN, LCCE, FACCE; **Heidi Sherman**, MSN, RN-BC; and **Cathy Hebert**, MSN, RN, GCNS-BC; “Interactive Teaching Strategies and the Effect on Knowledge and Outcomes Related to Falls Prevention”

Three nurses submitted nursing research abstracts:

- **Vickie West**, MSN, BSN, RN, CNML; “Is there a difference in the completeness of discharge instruction when utilizing the electronic record versus the paper template instructions?”

- **Kristina McCall**, MSN, RN-BC; “Does Medication Reporting Increase with Anonymity?”

- **Karen Ward**, MSN, RN; “Nuances Surrounding the Administration of IV Heparin and its Errors Rate”

IHI Teams

In 2010, Mission Health System accepted a unique offer from the Institute for Healthcare Improvement (IHI) to be one of a small number of hospitals across the nation to participate in quality initiatives. Work teams were established to collaborate with the worldwide leader in healthcare quality improvement and begin the process to develop and execute strategies for breakthrough levels of care and improve clinical outcomes, patient safety and patient satisfaction.

The 2011 work of two teams are highlighted here.

### IHI Medical Surgical Work stream

**Members:**

- **Dawn Fraga**, RN, NUS, 8 North (BN)
- **Evadora Boyd-Jones**, MSN, RN, Manager, BN
- **Jamie Cardwell**, MSN, RN-BC, Nurse Educator II, NPER
- **Janet T Ray**, RN, BN
- **Krista Ashbrook**, RN, NUS, BN

**Two projects were implemented:**

- **SBAR report (Situation, Background, Assessment, and Recommendation)** to physicians when a change occurs in a patient’s condition—diffusion completed to many units in the hospital.

- Bedside change of shift hand-off report—pilot completed on 8 North and diffusion planned to appropriate nursing units with the aim of involving the patient and family, setting goals for the shift, and communicating the plan of care.

### IHI Critical Care—Sedation Holidays and Spontaneous Breathing Trials

**Focus:**

Improve care of patients on ventilators via consistent methods in Sedation Holidays and Spontaneous Breathing Trials

- Breathing Trials
- Began in Medical Surgical ICU
- Rolled out to other adult ICUs in October 2011

### Improved quality outcomes:

- Decreased ICU length of stay by 0.88 days per patient
- Decreased ventilator days by 0.92 days per ventilator patient.
- Decreased respiratory infections by 56 percent
- Decreased urinary tract infections by 25 percent

**Members of the IHI Critical Care Teams are:**

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<th>Neurotrauma ICU:</th>
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<td>Cornelia Wright</td>
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<td>Elizabeth Carlton</td>
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<td>Paula Blankenship</td>
<td>Summer Roland</td>
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<td>Shaw Henderson, MD</td>
<td>William Shillinglaw, DO</td>
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<td>William Maples, MD</td>
<td>Coil ICU:</td>
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<td>Cardiology ICU:</td>
<td>Chris Taylor</td>
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<td>Amy Churchill</td>
<td>Debra Salazar</td>
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<td>Lora Balerno</td>
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<td>Sandy Beavers</td>
<td>Laurie Morgan</td>
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<td>Sherry King</td>
<td>Mark Hellreich, MD</td>
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**CV ICU:**

- Amber Madrin
- Danny Grey
- Dawn Greene
- Derek Hudson
- Fabienne Sterdek
- Heathier O’Kelley
- Jeanie Bollinger
- Joe Rafferty
- Laura Hanson
- Pam Stephens
- Rathasen Prom
- Sandra King
- Stephen Elly, MD

**IHI Critical Care Teams are:**

- Lauren Gillespie, RN, BN
- Linda Anderson, MSN, RN, Director, Adult Medical Surgical Units
- Nicole M Carter, HUC, CNA II, 8N
- Sallie McCall, BSN, RN, Performance Improvement
Mission Hospital
Research Institute

The nurses of the Mission Hospital Research Institute coordinated 32 research studies in 2011. These coordination activities involved a myriad of responsibilities, including organizing site qualification inspections, completing and submitting regulatory documents, conducting educational in-services for Mission staff, submitting Institutional Review Board and Research Administrative applications, and arranging site initiation visits.

Additionally, the research nurses were responsible for screening and accepting agreement from eligible patients in each of these studies, monitoring their individual progress throughout the research treatments, performing follow-up procedures, collecting and reporting outcomes. Because most clinical trials require follow-up for several years, the research nurses had the opportunity to see many of their patients enjoy an improved quality of life in the subsequent years.

During 2011, a total of 2,131 patients were screened for potential research participation in twelve different therapeutic areas including cardiovascular, vascular and general surgery, orthopedics, neurology, neuro-interventional radiology, and general medicine. An additional six new research studies were initiated for patients in women’s services, radiology, trauma, and orthopedic surgery. Clinical Trials provide valuable information for improving the care of patients at Mission as well as in our community.

The successful research program is made possible through the dedicated efforts of the clinical research nurses who bring valuable expertise and experience: Leslie Shell, BSN, RN CCRG; Rachel Alosky, BSN, RN; Claudine Cuento, BSN, RN, CCRC, CCRP; Tracy Nanney, BSN, RN; Stephanie Shepard, BSN, RN, and Lynne Hampton, MBA, MHA, RN, CCRC, CCRP, Manager of Clinical Trials.

Heart Days Activities

In recognition of February’s being proclaimed American Heart Month, several nurses in Heart Services organized staff activities from February 7-11. These annual Heart Days are meant to bring attention to cardiovascular diseases, including stroke.

Lisa Clark, MSN, RN, CPAN, PCCN, Educator II for Medical Cardiology Step-Down (MCSD); Joan Vassey, BSN, RN, Nurse Educator I for MCSD; and Lora Balerno, MSN, RN-BC, CCRN, Clinical Nurse Specialist for Cardiology, organized speaker and poster presentations, and Integrative Healthcare modality sessions, such as massage, healing touch, and aromatherapy.

Dawn Greene, RN, CCRN, CSc, Educator for Cardiovascular Recovery Unit and ICU, organized presentations about cardiac bypass, heart failure, cardiac assessment, and various skill stations related to cardiovascular surgical patients.

The following staff presented posters that were displayed throughout the Heart Days:

Amy Lunsford, Manager of Corporate Wellness, and Sara Hinson, Outreach Events Coordinator—New Employee Wellness Program
Angela Penland, RN, MCSD—NIVIEW Documentation of Skin and Wounds
Barb Veilleux, RN, MCSD—Heart Failure Self-Care
Dana Triplett, RN, NACE Coordinator—15 Lead ECG
Joan Vassey, BSN, RN, Educator I—MCSD Compassion Fatigue
Lisa Wodogaza, RN, Cardiac ICU (CIU)—Cardiac Catheterization Complications
Lisa Clark, MSN, RN, CPAN, PCCN, Educator II, MCSD—Atrialventricular Blocks; and Natrocet, Dobutamine, Milrinone, Dopamine, Nitroglycerine Review
Lora Balerno, MSN, RN-BG, CNS, NPER—ST Segment Monitoring
Lou Hipps, RN, Heart Path—Coaching in Cardiopulmonary Rehab
Nancy Kapler, RN and Grace Boyle, RN, Heart Path—Heart Failure Self Care
Rhonda Anderson, RN, and Emily Lizards-Mitchell, RN, Cath Lab—Radial Access For Heart Catheterization
Sherry King, RN, and Sandra Beavers, RN, both of CIU—Congestive Cardiomyopathy in Hypothyroidism
Valorie Speegle-Snell, BSN, RN, Cardiology Case Manager—Heart Failure CORE Quality Indicators

Virtual Pre-born
Nursery

On January 10, 2011, a Virtual Preborn Nursery was implemented at Mission Hospital. The nursery location exists in the Cerner computer system. This allows medications and intravenous (IV) fluids to be ordered and ready at the bedside prior to the birth of an infant.

Through the collaborative efforts of staff members in five units/departments, the new system facilitated the care of 64 premature babies in the first 31 days of implementation. Admitting, pharmacy, Neonatal Intensive Care Unit (NICU), Labor and Deliver (L&D), and Nursing Informatics were the key areas responsible for making this happen.

Anne Ramirez, MSN, RNC, CNS for NICU and Linda Y. Smith, MSN, RN, IBLC, Manager of NICU, learned of the concept of a preborn nursery at a Vermont Oxford Network (VON) conference and worked to bring this expedited method of care to Mission. Assisted by pharmacist Harvey Mitchell and Director of Patient Access Jeff Hardin, these two nurses led the collaboration that established entry of admission information and physician orders for unborn high risk babies allowing more efficient access to medications and IV fluids via Pyxis at birth.

Anne Ramirez, MSN, RNC, Neonatal Clinical Specialist (left), checks the PowerChart icon for the Virtual Preborn Nursery with Pam Ertzberger, RNC-NICU, NICU. Nurses have immediate access to medications and IV fluids for the newborn using the new system.
Ist Annual WNC Quality Day

“The Secret to Caring for Our Patients is in Caring for Our Team” was the topic of the first annual Western NC Quality Conference at the Mountain Area Health Education Center (MAHEC) in Asheville on October 21. The one-day event was jointly sponsored and co-organized by MAHEC, Mission Health, and Asheville Anesthesia Associates, PA.

William Maples, MD, Senior Vice President and Chief Quality Officer of Mission Health, welcomed the group. Ron Paulus, MD, MBA, President and Chief Executive Officer of Mission Health provided opening remarks. M. Bridget Duffy, MD, Chief Experience Officer for Experiential Health and formerly the Chief Experience Officer of the Cleveland Clinic, presented the morning keynote speech, “Humanizing the Patient Experience.” Jo Shapiro, MD, FACS, the Chief of the Division of Otolaryngology and Director of the Center for Professionalism and Peer Support at Brigham and Women's Hospital in Boston, MA, provided the afternoon keynote address, “Professionalism: Beyond the Platitudes.”

Both keynote addresses highlighted the need to strive for humanistic and compassionate care for both our patients and our team, as essential ingredients to reach our BIG(GER) Aim. There were 120 attendees from 24 facilities or healthcare entities in the region.

The following Mission staff served as faculty for the day-long event: Evadora Boyd-Jones, MSN, RN, Manager, 8 North, Scott Joslin, MD, Clinical Director, Asheville Hospitaller Group; Michael LeCroy, MD, Orthopedic Traumatologist; and William Maples, MD, Senior Vice President and Chief Quality Officer.

The planning committee consisted of Dr. William Maples, Medical Course Director; Linda Stanton, MHS, BSN, RN, Associate Director, Department of Nursing Education, MAHEC Course Director; Nancy Rubinic, Executive Assistant III; Sue Bradburn, RN, and Melanie Norman, MBA, BSN, RN, Manager, both of Performance Improvement; and Marianne Lee, Infection Prevention.

The following posters were among those displayed during the event:

- Cathy Hebert, MSN, RN, GCNS-BC, Clinical Nurse Specialist, Geriatrics; and Monica Ridgway, MHA, BSN, CPHQ, Clinical Nurse Specialist, Nursing Quality, both of Nursing Practice, Education, and Research (NPER), Geriatrics; and Monica Ridgway, MHA, BSN, CPHQ, Clinical Nurse Specialist, Nursing Quality, both of Nursing Practice, Education, and Research (NPER), “A Hospital-wide Multifaceted Approach to Fall Reduction: Alarms, Audits and Debriefing”
- Cathy Trimbly, RRT, RCP, Performance Improvement Consultant, “IHI Transitions”
- Cora Small, BSN, RN, CORN, Medical Surgical ICU (MSICU), “Seated Holiday compliance in the MSICU”
- Dawn Turner, BS, RRT, RCP; “Improving Compliance for Spontaneous Breathing Trials in the MSICU”
- Derek Hudson, MBA, Quality Improvement Advisor, “Discharge Team.”
- Elizabeth Michaelis, “Mission Pharmacy-Travel Drug Use”
- Elizabeth Michaelis, “Utilization of Prothrombin Complex Concentrate for Reversal of Life-threatening Bleeds”
- Janie Fielder, MSN, RN, NNP-BC, Medication Safety Nurse Specialist, Sue Bradburn, RN, and Brenda Asplund, PharmD, Medication Safety Pharmacist, “Counseling”
- Joni Lisenbee, BSN, RN, IBCLC, Manager, Lactation Center; Patrick Ryan, BSN, RN, Manager, Mother/Baby Unit; and Ginny Raviotta, MM, RN, NE-BC, Director Women’s and Children’s Services, “A Journey to Baby Friendly and Evidence Based Lactation Care”
- Joseph Kearney, Molecular Geneticist, “Genetic Lab Kaizen Event”
- Kathleen Genito-Tamaray, MSN, RN, CORN, Cardiovascular ICU; “Reducing Noise: Creating a Healing Environment for Patient to Heal,” and “Preventing Intravenous Amines by Minimizing Phlebotomy Blood Loss Through the Use of Three-Way Stopcock”
- Lora Balmer, MSN, RN, CORN, AONS-BC, Cardiology Clinical Nurse Specialist, NPER, “Telephone Follow-Up and its Impact on Readmission Rates in Heart Failure Patients”
- Lorna Weldon, RN, ED, “SPD abstract”
- Martha Jo Worley, RN, Manager, Transylvania Regional Hospital Birthing Center; “39 Week Initiative”
- Nathan Bitner, Performance Improvement, (PI); “Reducing Respiratory NIMs and Infections”
- Nathan Bitner, PI, and Sue Bradburn, RN, “Improving ED / AHG Patient Flow”
- Sallie McCall, “IHI Medical Surgical SBAR”
- Sharon Wilson, BSN, RN, CORN, Manager, MSICU, “Introduction of a Multidisciplinary Rounds Tool in MSICU”
- Sue Bradburn, RN, “Core Measures”

Team posters included the following topics:

- “IHI PeriOp, WHI Checklists”
- Team leader: Vicki Arnold
- Team champions: Lauren Adams, and Michael LeCroy, MD
- Team members: Dianne Gambrel, Donna Preek, Doug Roberts, Larry Buckner, Patricia Adamson.

- “OR Pathology Specimen Labeling”
- Team leader: Larry Buckner
- Team champions: Amy Johnson, Deb Davis and Renee Carpenter
- Team members: Bev Nivers, Connie Gentry, Kelly K. Phillips, Mary Cathey

- “Phlebotomy Lab Kaizen Event”
- Team coach: Larry Buckner and Kathy Balenger
- Team Champion: Deb Davis
- Team members: Alice Iannetta, Dana Gibson, Jennifer Hill, Jennifer Retamal, Lee Davis.

- “Splenic Injury DMAIC”
- Team champions: MarySue Carson, Kelly Ger, Kathy Ger, Kelli Moore, Dale Fell, MD
- Team members: James Keel, MD, Larry Buckner, Terri Smith, William Shillinglow, DO

- “Standardizing the process for transition from intravenous to subcutaneous insulin using the DMAIC method”
- Project Managers: Sallie McCull
- Team leaders: Tae Asplund, Valerie Garrett, MD
- Team Champion: Dale Fell, MD
- Team members: Brenda Asplund, Barbara Bradley, Laurie Buckner, Janice Hovey, James Keel, MD, Melanie Norman, Alissa Pope, Jeff Russell, MD

- “Urinary NIVS”
- Team leaders: Kathy Gayette, Kathy Hefner and Linda Anderson with Janice Brown.
- Team champions: Kathy Gayette and William Shillinglow, DO
- Team members: (varying degrees of participation as required): Dawn Neuhauer, Diana Petton, Denise Ebert, Evadora Boyd, Janice Brown, Kathy Hefner, Kathy Ger, Larry Buckner, Laurie Downs, Linda Anderson, Mandisa Hennessey, MarySue Carson, Melanie Norman, Morgan Barnett, Sharon Wilson, Sheila Riddiford and Zachary Clement

- “Ventilator Trach Length of Stay”
- Team members: Becky Ingram, Beth Carlan, Bob Desotelle, Chris Taylor, Dawn Greene, Larry Buckner, Marianne Lee, Sharon Wilson, Tom Kneebbler
- Team leader: Laurie Downs
- Team Champions: Greg Stashenka, MD and William Shillinglow, DO

Sallie McCall, BSN, RN, Performance Improvement (IHI) and Laurie Buckner, RN, Nursing Support Services, presented their team’s poster, “Standardizing the process for transition from intravenous to subcutaneous insulin using the DMAIC method,” at the Ist Annual WNC Quality Day.

New Knowledge, Innovations & Improvements - 31
Publications, Conference Attendance and Presentations

ALICIA EIFLER, BSN, RN, CEN, SANE-A, Emergency Department, gave two speaker presentations during 2011:
“Strangulation: Standards of Care for Patients Reporting Strangulation” in August at the NC International Association of Forensic Nurses Annual Conference in Cherokee
“Medical Emergencies: OB/GYN/GU Emergencies” in September at the Certified Emergency Nurse Review Symposium sponsored by MAHEC and Mission Hospital in Asheville

ALESIA CARPENTER, MSN, RN, AOCNS-BC, Regional Simulation Laboratory Coordinator, Julie Bell, MS, RN, CNS for Pediatrics, and Tonja Schrader, BSN, RN, CPN, Nurse Educator, Pediatrics, presented the poster, “Development and Implementation of a Pediatric Trauma Scenario for Pediatric ICU Staff,” at the 10th Annual International Nursing Simulation/Learning Resources Center Conference, June 15-18, in Orlando, FL.


ANDI WILLIAMS, MSN, RN, HNBP, Integrative Healthcare, presented “Connection Case Studies Across the Lifespan Continuum” at the American Holistic Nurses Association Annual Meeting, June, 2011, in Louisville, KY.

Thanks to the generous support of the Mission Healthcare Foundation, ten bedside care nurses from Mission Hospital attended the annual Magnet® Conference October 4-6, 2011, in Baltimore, MD. They and five nurse leaders were among 7500 attendees from the U.S. and several foreign countries who gathered for sessions about nursing excellence in patient care and leadership. Mission Hospital’s 2010 Nursing Annual Report was one of 65 annual reports displayed in the Art of Magnet Nursing Gallery. Those attending were:

ANNETTE ERWIN, RN, Pre-op and Same Day Discharge Unit
BARBARA BRADLEY, RN, General Surgery
CATHY RETSKIN, MSN, RNC-ERMT, Labor and Delivery
CHERRY ODOM, BSN, RN, Nursing Practice, Education, and Research
GINNY RAVIOTTA, MN, RN, NE-BC, Director of Women’s and Children’s Services
JENNY BRADLEY, BSN, RN, Orthopedics
JILL HOWELL, MSN, RN, CNOR, Nurse Educator II
JILL RABIDEAU, BSN, RN, Staffing Pool Medical/Surgical
KAREN NICOLAI, RN, Medical Cardiology Stepdown
LISA CLARK, RN, Neurosciences
MEERA GANATRA, RN, Neonatal ICU
MICHELLE ROWLAND, RN, Copestone
TAMMY POOLE, RN, Trauma Care Unit
TINA BARNES, MSN, RN, NE-BC, Manager of Professional Nursing Practice
VALLIRE HOOPER, PhD, RN, CPN, Manager of Nursing Research
BRANDY MILLS, MSN, RN, Nurse Educator II, NPED, was a speaker at MAHEC 12th Annual Health Careers Education Awareness Conference, “Navigating Your Journey to Health Career,” on October 11, 2011, and delivered “Diversity in Healthcare.”

BRENDA SHUFORD, RN, Management Systems Coordinator, was quoted in an article “Putting Data in Nurses’ Hands” in the February 2012 issue of HealthLeaders. She discussed Mission Hospital’s acuity assessment of patients using Quadramed indicators and classification, which positively impacted staffing numbers and remained budget controlled compared to an historical budget planning method.

BRENDA SHUFORD, RN, Management Systems Coordinator, Kelly Rock, RN, Nursing Unit Supervisor/Admission Evaluation Unit, Emergency Department (ED); and STEPHANIE WHITAKER, BSN, RN, Manager, ED, were quoted in a white paper reviewing Mission Hospital’s use of Quadramed Acuity Plus to achieve a 100 percent nurse productivity benchmark goal. The patient acuity software measures complexity of care, as part of the process in determining effective nurse staffing.

CINDY MCJUNKIN, BSN, RN, CEN, SANE-A, SANE-P, CPN, DCI, Mission Children’s Specialists, gave the following speaker presentations:
March-- “Interviewing as a Team,” Multidisciplinary Team, Marion, NC
“Photodocumentation,” Henderson County DSS, Hendersonville, NC
“Dissecting the Forensic Interview,” Televised Conference, WNC Child Advocacy Centers, Asheville
April-- “Dissecting the Forensic Interview,” Burke County Multidisciplinary Team
May-- “Forensic Interviews,” National District Attorneys’ National Center for Prosecution of Child Abuse, Cherokee, NC
September-- Overview, Child Abuse for Pediatric Resource Nurses, Mission Hospital
November-- Faculty for 40-hour didactic training, lectures for Pediatric Forensic Nurses, including History, Gathering, Sexualized Behaviors, and Sexual Assault Exams, Asheville, NC
December-- “All I Did Was Choke Her!” FBI Conference, Life beneath the Human Trafficking Line, Asheville
“Human Trafficking in a Medical Setting” and “Non-lethal Strangulation,” Western Carolina University, Cullowhee, NC

DANNA PARK, MD, Medical Director, Integrative Healthcare: Authored chapter 26, Peripheral Vascular Disease, in Rakel: Integrative Medicine, 3rd ed.
Presented Mission Hospital’s Integrative Healthcare department’s overview and research studies/outcomes, as one of three presenters at the Mayo Clinic Integrative Medicine conference in WI, July, 2011

DENISE ANTHEIS, PhD, MBA, BSN, RN, HNBP-BC, HTCP-I, Integrative Healthcare, presented “Integrating Healing Touch in a Hospital setting” at the Healing Touch Worldwide Conference in August, 2011, in San Antonio, TX.

DIANA WORTHAM, MSN, RN, DCN, AOCNS, APN-BC, Oncology Clinical Nurse Specialist and ONS Certified Chemotherapy Course Trainer. Co-presented “Unraveling the mystery of the CPY 450 pathway” at the 56th Annual Oncology Nursing Society (ONS) Congress in Boston, MA, April 28-May 1, 2011. Diana also serves as the newsletter editor for the ONS Clinical Specialist Nurse Special Interest Group. Was pictured on the front cover of the September 2011, ONS Connect, the official magazine of the Oncology Nursing Society and featured in the article “Emerging Roles in Interventional Radiology”
Served as faculty for the Oncology Nursing Society Chemotherapy and Biotherapy Course on November 8 and 17, 2011, at the Mission SECU Cancer Center.

ELIZABETH ERB, BSN, RN, Women’s Surgical Unit, published a method of educating women who are discharged with indwelling urinary catheters in the January/February 2011 issue of the Journal for Nurses in Staff Development.

EMILY LIZARDO-MITCHELL, BSN, RN, CORN, RCIS, Invasive Cardiology, presented the poster, “Atrial Septal Defect/Patient Foramen Ovale Closure,” during Heart Services week at Mission Hospital in February, 2011.

FRANK CASTELBLANCO, MSN, RN, Director, Cardiac Emergencies; RACE Coordinator, presented a poster about Therapeutic Hypothermia in Cardiac Arrest at the June 2, 2011, NC Organization of Nurse Leaders (NCONL) Membership Meeting and Conference in Asheville and at the American Heart Association’s Scientific Sessions in Orlando in November.

JADE FRANK, Coordinator, Pet Therapy, Integrative Healthcare, presented the poster “Paw-sitive Living Teaches Life Skills to at Risk Youth” at the International Society for Anthrozoology (ISAZ) Conference, August 4-6, 2011, in Indianapolis, IN.

JONI LISSENBEE, BSN, RN, IBCLC, Manager, Lactation Center of the WNC Breastfeeding Center and Crystal White, RN, IBCLC, Lactation Center, presented “Breastfeeding Update 2011” at the Women’s Health Pharmacotherapy: An Update on Common Issues Conference on March 13, 2011, at MAHEC.

JONI LISSENBEE, BSN, RN, IBCLC, Manager, Lactation Center of the WNC Breastfeeding Center, and Dr. Susan Mims, Medical Director of Mission Children’s Hospital, spoke about “Initiation of Breastfeeding: Journey to Baby Friendly” at the NC Pediatric Society meeting on August 19, 2011, at Asheville’s Grove Park Inn.

JULIE BELL, MSN, RN, CPNP, Tonja Schrader, BSN, RN, CPNP, and CHERYL MORRIS, BSN, RN, CPNP, presented their poster about Mission Hospital’s Pediatric Resource Nurse Program, “Preparing non-pediatric nurses to provide exceptional care to hospitalized children,” at the National Association of Children’s Hospitals and Related Institutions (NACHRI) conference in October, 2011, Bellevue, WA.

KATHLEEN GENITO-TAMARAY, MSN, RN, CORN, Cardiovascular ICU, presented her poster abstract for “Preventing Iatrogenic Anemia by Minimizing Phlebotomy Blood Loss Through the Use of 3-Way Stopcock” at the National Teaching Institute (NTI) of the American Association of Critical Care Nurses in November, 2011, in Orlando, FL. Her abstract was among the 135 accepted from 400 entries of research and evidence-based studies.
LINDA YANDELL SMITH, MSN, RN-NC, IBCLC, Manager, Neonatal ICU, presented the poster “Exclusive Breast Milk Feedings for first 28 days of life for Very Low Birth Weight Infants” at Vermont Oxford Network Conferences May 13-15, 2011, in Austin, TX, and December 2-5, 2011, in Washington, DC.

NC Organization of Nurse Leaders (NCONL) Research Symposium held November 4, 2011, in Winston-Salem included 11 poster presentations from Mission Hospital nurses and one respiratory therapist:

BRENDA SMITH, BSN, RN, NE-BC, Manager Women’s Surgical Unit
“Caring for Patients/Families Experiencing a Pregnancy Loss: A Multidisciplinary Team Approach”

CATHY HEBERT, MSN, RN, GCONS-BC, Clinical Nurse Specialist, Geriatrics; and
MONICA RIDGWAY, MHA, BSN, CPHQ, Clinical Nurse Specialist, Nursing Quality, both of Nursing Practice, Education, and Research (NPER).
“Evaluation of the Impact of a Multifaceted Approach to Patient Falls”

CORA SMALL, BSN, RN, CCRN, Nursing Unit Supv., Medical/Surgical ICU (MSICU)
“Sedation Holiday Compliance in the MSICU”

DAWN TURNER, BS, BRT, RCR Respiratory Therapy
“Improving Compliance for Spontaneous Breathing Trials in the MSICU”

FRANK CASTELBLANCO, MSN, RN, Director, Cardiac Emergencies; RACE Coordinator
“Effects of Induced Hypothermia for Out of Hospital Cardiac Arrests”

JULIE BELL, MS, RN, CPN, Clinical Nurse Specialist, Pediatrics; NPER
“Safety Measures for Small Volume Enteral Feeds”

KATHLEEN GENITO-TAMARAY, MSN, RN, CPNP, Cardiovascular ICU (two posters)
“Preventing Iatrogenic Anemia by Minimizing Blood Loss Through the Use of 3-Way Stopcock”
“Reducing Noise: Creating an Environment that Heals Our Patients”

KIMBERLY PINKERTON, MSN, RN, Neonatal ICU
“Buccal Care with Colosol for the Low Birth Weight Infant (<1500 grams)”

MELISSA WILSON, BSN, RN, CCRN, Nurse Educator I, NPER
“What’s Your Target?: A Patient Centered Approach to Pain Management”

SHARON WILSON, BSN, RN, CCN, Manager, MSICU
“Introduction of a Multidisciplinary Rounds Tool in the MSICU”

CHRISTINE CONRAD, BSN, RN, CCN, participated in the NCONL Research Symposium as the member of a panel discussing clinical practice and research. She presented information about the Survivorship Program she implemented in Labor and Delivery aimed at reducing stress and emotional trauma for delivering mothers impacted by past sexual abuse.

RHONDA ROBINSON, RN, Director Orthopedics, and
MARTHA SCURRUGS-Helday, RN, BSN, MHA, Orthopedic Program Coordinator, served on the planning committee for the First Annual Mountain Orthopedic Update sponsored jointly by Mission Orthopedics and MAHEC Continuing Medical Education and held September 30, 2011, at the Biltmore Estate.


TRACEY GATES, RN, CEN, Emergency Department, developed an online video, “How to Prepare for the Certified Emergency Nurse Exam,” for the Mountain Area Health Education Center in September.

VELDA BIDDIX, MSN, RN, CRNI, CNS, VA-BC, WTherapy, presented the “Save That Line” campaign at Carolinas Medical Center Mercy in Charlotte, NC.
NURSING EXCELLENCE
THROUGH EMPIRICAL OUTCOMES
The Gratitude of Patients and Families

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

“Nothing medically could be done for [my friend]. What occurred was more than dedication, more than compassion; it was the Golden Rule par excellence. The St. Joseph’s [9 North Step-down] staff treated strangers as if they were family members. It was a rather humbling experience. [We] staff and participants at Heart Path and Pulmonary Rehab…are comforted that he and his wife were cared for so well in his last days. What we are doing together at Mission Health System on a daily basis is both impressive and enviable. Over the years, I have worked in facilities in several states. I have been the person in the bed. I have been the family member. And I am certain there is no better care anywhere than right here.”

My daughter was very sick. The nurses, doctors, physical therapists, everybody in the Pediatric ICU were just awesome. The care that they showed and carried out was exceptional. [My daughter] was so pleased when the Child Specialist brought her some paint and paper that she painted all of her nurses and doctors a picture. Please let them know from a very grateful dad, “Job well done.”

My recovery is due 100 percent to the excellent care at Mission, which included motivating me to change specific areas of my lifestyle. We are truly blessed to be in the service area of such an outstanding medical facility. We should all give thanks daily for the availability of the level of quality care offered us by Mission Health System. You should be extremely proud of every staff member, their exceptional guest relation skills and, of course, the highly trained staff providing patient care beyond reproach.

First Cardiac Arrest Survivors Celebration

Mary Jean Robinson was honored September 19, 2011, at Mission Hospital’s first Cardiac Arrest Survivor’s Lunch in the Stevens Board Room. She does not remember the day last March when she collapsed at home. Her husband Lloyd saw her fall and called 911. Lloyd began CPR, following the phone instructions of the dispatcher after cardiac arrest was confirmed. Emergency Medical Services (EMS) staff arrived quickly and assumed resuscitation measures, including two electrical defibrillation shocks with an Automated External Defibrillator (AED).

Forty-six minutes after the start of CPR, spontaneous circulation returned. McDowell County EMS immediately started cooling therapy (therapeutic hypothermia). At the time of the lunch, McDowell County was one of two EMS teams in NC that had used the brain-saving cooling therapy in the field. Mary Jean expressed her appreciation to the nurses and physicians present, “Thank you; you didn’t give up hope.”

Quality Rounds

Begun on February 3, 2011, on the Neurosciences Unit, Quality Rounds take place around the quality board on patient care units and involve staff nurses plus nurse and administrative leaders. Discussions relate to patient satisfaction, safety, and infection prevention. Improvements are praised, and ideas are shared regarding efforts that need adjustments and those that work well. Quality results are displayed in full view of patients and visitors, as part of the healthcare team’s focus and transparency in achieving our BIG(GER) Aim.

Held on 23 units in 2011, these rounds include the following leaders:

Amy Johnson, JD, MBA, Director, Accreditation
Brian Nass, VP, Performance Improvement
Cheryl Smith, Director, Corporate Safety
Dale Fell, MD, Chief Medical Officer
Donita Fleming, Vice President, Ancillary and Support Services
George Karl, Director, Service Excellence
Jill Hoggard, Green, PhD, RN, President and Chief Operating Officer
Kathy Guyette, MSN, RN, NE-BC, SVP and CNO, Mission Health
Paula Blankenship, Infection Prevention Specialist
Ron Paulus, MD, President and CEO, Mission Health
Taylor Foss, SVP, Human Resources
William Maples, MD, Senior Vice President and Chief Quality Officer
VP, Director, Manager, and Service Line Leader of the unit being visited

Kellie Worley, BSN, RN, standing next to her picture on the Quality Board on Neurosciences.
Patient Falls
Prevention

The Falls Advisory Team, led by chair Cathy Hebert, MSN, RN, GCNS-BC, Geriatric Clinical Nurse Specialist, NPER, and co-chair Monica Ridgway, MHA, RN, CPHQ, Clinical Nurse Specialist for Quality, NPER, supports the goal of reducing patient harm. The team consists of a staff nurse from each unit plus representatives from Rehabilitation and Pharmacy.

Throughout 2011, nurses implemented evidence-based interventions, analyzed their practice, and made changes to prevent falls. The following falls prevention initiatives made a difference in patient safety:

- Hospital-wide education to all nursing staff
- Creation of Executive Falls Team to promote accountability and support
- Web based education to all nursing staff
- Fall Debriefing Tool started
- Monthly documentation and practice audits by fall reps
- Root cause analysis tool used by nurse manager, if unit falls were greater than or equal to two.
- Mandatory bed alarms 24 hours, seven days a week
- Purposeful use of bed alarm protocol
- Revision of fall risk assessment on IVIEW
- Risk for injury assessment added to IVIEW
- Bed alarm compliance rounds

Both the overall fall rate and falls with injury rate steadily declined all year. The last three months of FY2011 showed a record low rate of 0.47 falls with injury, a great improvement for patient safety (see graph). There were 25 fewer falls with injury in FY 2011.

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. There was an increase noted in the final quarter of 2011 (see graph), which was mainly due to pressure ulcers caused by devices. A rigorous action plan was implemented, and the situation resolved.
Respiratory and Urine
NIMS

Prevention and reduction of respiratory and urinary tract infections in hospitalized patients are among the priorities in caring for patients without doing harm. NIMS are markers which may indicate the patient has developed an infection. At Mission Hospital, nurses collaborate with other healthcare team members in protocols, like Sedation Holidays and Spontaneous Breathing Trials in ventilated patients plus Urinary Catheter Removal, to reduce the duration of lines and tubes placement, thereby reducing infections. Costs and extended patient length of stay is avoided.

The charts below list the significant reduction in respiratory and urine NIMS in 2011 compared to the previous year with corresponding avoidance of cost and patient length of hospital stay. The result is positive impact on the lives and health of patients.

<table>
<thead>
<tr>
<th>Respiratory NIMS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Respiratory % Decrease 2011 vs. 2010</td>
<td>-8.1%</td>
</tr>
<tr>
<td>2011 Respiratory NIMS Avoided</td>
<td>36.2</td>
</tr>
<tr>
<td>Cost Avoided</td>
<td>$181,945.74</td>
</tr>
<tr>
<td>Length of Stay Avoided</td>
<td>205.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Urine NIMS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Urine % Decrease 2011 vs. 2010</td>
<td>-16.0%</td>
</tr>
<tr>
<td>2011 Urine NIMS Avoided</td>
<td>115.1</td>
</tr>
<tr>
<td>Cost Avoided</td>
<td>$385,196.91</td>
</tr>
<tr>
<td>Length of Stay Avoided</td>
<td>592.5</td>
</tr>
</tbody>
</table>

ED RNs—Expert Presenters for CEN Review

Mission Hospital Emergency Department (ED) nurses set a “groundbreaking” example, according to Linda Stanton, MHS, BSN, RN, Associate Director, Department of Nursing Education at the Mountain Area Health Education Center (MAHEC). Through ongoing collaboration with Linda and other MAHEC staff members, ED nurses trained to be expert faculty presenters for the 3rd Annual Certified Emergency Nurse (CEN) Review Symposium at MAHEC on September 7 and 8. An onsite certification test date followed on October 3.

Expert presenters who work at our facility foster better patient outcomes through ready availability of review course faculty to increase numbers of specialty certified nurses.

Members of the planning committee for the CEN review symposium held regular meetings to prepare for the two-day course.

Left to right:
Samuel Mashni, RN, CEN
Alicia Eifler, BSN, RN, CEN, SANE
Kassie Gill, RN, CORN, CEN
Ashley Metcalf, BSN, RN, CEN
Linda Stanton, MHS, BSN, RN, MAHEC
Frank Luther, RN, MedWest ED
Steven Strout, RN, CEN, CPEN
Stephanie Whitaker, BSN, RN, CEN
Tracey Gates, RN, CEN
Jen Burleson, RN, CEN