Child Life Specialists provide support, education, comfort – and play!

**Girl Talk**
Leslie Council’s mentorship builds confidence in young women

**Helping Hands**
Volunteer Ginnie Wearn makes a difference with needle and thread

**serious fun**
Child Life Specialists provide support, education, comfort – and play!

**SUPER STEPPER**
Glenda Newman records 100,000-plus steps each week. Can you keep up?
Mission Health has adopted new professional image standards for team members who work in patient care areas. This means patients, family members and colleagues can readily identify our roles by the color of our scrubs or attire.

Clarifying roles promotes a safe, healing environment and contributes to a positive Mission Experience for all of us, starting with the patient.

Nursing areas were the first to implement the new standards, which are being phased in by Dec. 31, 2016. Now, at a glance, you can recognize the roles of these team members.

RN | Navy Blue bottoms and solid white tops
LPN | Sage Green scrubs
CNA | Galaxy Blue scrubs
CMA | Ceil Blue scrubs

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WINTER 2017

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Mission’s Child Life team guides children and their families through the often daunting proposition of major medical experiences.

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GIVE ME
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2 Become a Super Communicator. We’re looking for team members from every department and location! Get important information early to share with colleagues. Learn more: email MissionSuperCommunicators@msj.org.
3 Discover your calling with the Career Exploration Center. Grow in your current role or start on a new path. Connect with opportunities throughout Mission Health. Learn more: missionandme.com.
4 Make your volunteer efforts count. You serve our community beyond the walls of Mission Health. When you volunteer during work hours, report it using the Community Investment Reporting Form on MOD.
5 Become a well-informed team member. Stay abreast of happenings and headlines at Mission Health — read SCOPE and Mission Health’s official blog, and connect with us on Facebook, Twitter and Instagram.
Your StandOut

STRENGTHS FORECAST

Thinking about how you can bring your best in 2017? Let your strengths be your guide! Keep these helpful tips in mind with a focus on setting goals and intentions, and get ready to ring in a successful new year!

(ADVISOR)
You have a tendency to take on challenges by yourself, and are sometimes reluctant to let others in. As you consider how to best engage your strengths in the next year, think of others in your work and social networks whose approach or habits you admire. It’s a great time to identify where others may be beneficial collaborators. Their expertise could generate ideas and add depth to your plans of action.

(EQUALIZER)
Now’s an opportune time to put your organizational skills to work by taking inventory of the past year, Equalizer. Of what are you most proud? Where do you struggle? With what projects or activities were you most, and least, inspired? Recalling those details can go a long way when planning, and inspiring, your year ahead.

(PROVIDER)
Consider for a moment one of the biggest challenges in your work life. What single step could you take toward a solution? Don’t let your tendency to procrastinate get the better of you and stop you in your tracks before you’ve really begun. Something you may have been putting off for some time may have an easier or quicker solution than you think – and there’s only one way to find out.

(CONNECTOR)
When it comes to your ambitions for the new year, you’re great at collecting everything – and everyone – you could possibly need to succeed. The real challenge for you, Connector, could be following through on what you’ve begun. Consider not only what’s needed at the starting line, but what may be needed in the weeks and months that follow. Taking time to think through the challenges you may face will go a long way to push you through.

(INFLUENCER)
Why wait until the new year to get started on a goal, if you’re feeling motivated now? Each day – each moment – is its own beginning. If you’re feeling fired up, Influencer, there’s nothing stopping you from taking the reins and channeling your passionate spirit! Give yourself permission to delve into that project, goal or journey on your own terms.

(STIMULATOR)
Motivational figure Zig Ziglar has said, “A goal properly set is halfway reached.” That’s wise advice for you, Stimulator, as you contemplate making the most of the year ahead. While your instinct may typically lead to jumping headfirst into new endeavors, be sure to think first about the outcome. How do you envision a successfully completed goal? Create a clear picture of success in your mind, and you’ll be well on your way.

(TEACHER)
You have a knack for recognizing potential, and now’s a perfect time to consider what could be refreshed, reworked or renewed. Sometimes small tweaks to an existing situation or idea can make a big difference. Breathe life into that situation, and expect to see a new way. Sometimes a new solution or idea is an old one in disguise.

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Tips for spine health when you’re on your feet all day

BY THOMAS MINTON, PHYSICAL THERAPIST
CAREPARTNERS OUTPATIENT SERVICES

The vast majority of us at Mission Health are not sitting at desks all day. The good news is, standing and moving in your job is much healthier than sitting. Here’s how to stay healthy and comfortable all through your shift.

1. START AT THE BOTTOM
   Feet provide the foundation for the rest of the body.
   - Proper shoe
   - Professionally fitted
   - Flat, flexible and functional

2. TAKE A STAND
   - Knees bent and springy – ready for action

3. KEEP IT BALANCED
   - Head, shoulders, hips and ankles aligned
   - Weight evenly distributed

OTHER SIMPLE REMINDERS
- Keep your back in a neutral position
- Move and shift your weight frequently
- Get 150 minutes of moderately strenuous exercise each week
The alarm goes off, and the clock reads 4:00 a.m. Glenda Newman has more than four hours until she needs to be at the office. But there is work to be done before the sunrise.

“I set my goal at 12,000 steps before I can stop,” she said. “If I don’t have enough steps, I’ll keep going.”

Newman, Practice Manager and LPN, Brevard Family Practice, does a 90-minute workout prior to work each morning, tracking her daily and weekly steps with the Garmin Vivoki through Mission’s MyHealthyLife™ WellConnect portal. “My weekly goal for Monday through Friday is 100,000 steps. But I certainly didn’t start that high,” she said. “The goals just kept on growing and getting bigger.”

About six years ago, Newman decided it was time for a change. “I was diagnosed with adult onset diabetes. After the diagnosis, I just woke up one day and I had my kids on my mind — them graduating and getting married and other major important life moments — and was thinking that I don’t want to be in a wheelchair or lose a limb due to diabetes. I want to be around for a while,” she said.

So Newman made a drastic change to her lifestyle — propelled by that 4:00 a.m. alarm clock and the additional motivation of an inter-office Wellness Challenge.

“We started using the Wellness Challenge, and the friendly competition just made it take off for me from there,” said Newman. “It was a way for me to really adapt the tracker to my lifestyle. I wake up every morning at four o’clock because I realized that a lot of my problem was that I was tired when I got out of work. I had to literally change my lifestyle.”

Since that time, Newman has lost more than 100 pounds. “She has inspired me, and continues to inspire other team members to get healthy,” said Missie Wilmot, Practice Manager, Brevard Orthopaedics. “She is glowing now.”

Newman’s husband and children have also joined her quest. “It’s really a family thing for us. We want to set good examples for our children,” she said. “We love biking as a family. We do a lot of that in our spare time. And hiking, too. We try to get out and do something every weekend. We manage a couple bike rides during the week, too.”

Between the bike rides, the hikes and the pre-work 90-minute workouts, Newman’s daily step goals continue to climb. “Starting out, I never could have done what I’m doing now,” Newman said. “But you just have to find the time. You’re never too big. You’re never too old. Your gender is never wrong. Anyone can do it at any time.”

“You just gotta find a way,” she added. “The tracker has been really great for keeping me in check. I think everybody needs that. It holds me accountable.”

Get started tracking your own steps — and earning rewards — by logging on to MyHealthyLife™ WellConnect at mission.wellconnectwnc.org.
Understanding Hospice

CarePartners hospice nurses are there for patients in their final days, taking great lengths to ensure they realize their final wishes

By Nancy Lindell

It’s been said that hospice nurses help people die, but if you ask one of them, they’ll tell you that they really help people live the last part of their lives.

“I couldn’t imagine myself doing anything else. Hospice work is something you can only be called to do, and you see the difference that you make every single day. We all have our moments when we feel overwhelmed, but the reward is so great,” said April Hays, RN, CarePartners in Transylvania.

Dying is something we are all going to do, but no one really wants to talk about. Most of us try to avoid thinking about our own deaths, but people with terminal illnesses don’t have that luxury.

This is where a hospice team comes in — not only at the very end of your life, but months beforehand to help the patient and their family.

“We help patients live their last few months to the fullest extent they can. We help them to be comfortable enough to get those bucket list items accomplished, to go on trips and spend time with their families,” said Stephanie Morgan, RN, CarePartners in Franklin.

In some cases when a patient has travel wishes, the hospice team will arrange for care with another hospice provider so the patient can travel and still get the care they need. With hospice care, it isn’t just about “the last few days,” it’s about quality of life for as many days or months as a person has left to live — living the last part of their lives to the fullest.

Hospice care is also done with a team that includes doctors, nurses, social workers, CNAs, chaplains and more — each with their own role in helping patients and families through this end-of-life process. Nurses often help the families as much or more than the patients, finding sometimes that families have a harder time than the patient accepting a terminal diagnosis. That care sometimes extends to the family even after a patient has died.

“The first time I went out to see a patient, we had gotten a call from a man that his wife had passed away and I went out to stay with him until the funeral home came. It was so sad — they had been married for a lot of years and I just sat there and held his hand and let him talk about her. He reminisced about her and told me about who she

“Often the things that mean the most can just be a few seconds of the day.”

Hospice care can begin sooner than many realize, it doesn’t have to wait until one’s final days. Our experts can provide the best quality of life possible for those nearing end of life. Call (828) 255-0231 to learn more.

By Nancy Lindell
was and it seemed to make him feel better in a very difficult time,” said
Barbara Young, RN, CarePartners in McDowell.

Hospice care takes place in people’s homes, but care also happens at
CarePartners Hospice/Solace Center, where the most critical patients
come to spend their last days. This facility has a family room with
a fireplace, a piano and quilts on the walls — it’s a homey
atmosphere for families to relax and regroup.

“The choral group comes and sings in the family room
sometimes and I have told them more than once ‘you
just serenaded the person across the hall into heaven.’
The music was the thing that helped her let go. It’s
happened more than once,” said Denise Anthes,
RN, CarePartners Solace in Asheville.

There is a dedication among hospice staff
to give people the dignity they deserve in
their last days, to honor wishes and to
help people leave this world in peace.

Sometimes a person needs permission
to die — a wife to tell her husband,
“I’m going to be okay, the kids are
here for me, it is okay to go.” It can
be both poignant and very hard.

“Sometimes the greatest days
are the saddest days. They are
the days I was there when a
patient died. Sometimes we are
with patients who have no other
family, and we hold their hand
when they take their last breath.
Often the things that mean the
most can just be a few seconds of
the day,” said Anthes.

With each patient and each
family comes a unique situation
— some cared for in their homes,
some at the Hospice/Solace Center,
some are alone, some with families
who are often unprepared to be
caregivers and some with a spouse
who needs care themselves.

“A husband and wife in their 90s
both had home hospice, and she was
going to the point where she needed
to come to Solace. He would come for a
couple hours each day and hold hands with
her, and you could just tell how in love they
were. As she was getting closer to death, we got
him respite stay at Solace in a room three doors
down, so he was actually able to stay in the same
building and he was right there when she died two days
later,” said Anthes.

There is a sense of intimacy in this work, in this support
and care of families at a most difficult time — but in the voices
of these nurses, there was also a strong sense of privilege and
honor to be there.

Hospice nurses’ dedication reaches
beyond their deep care for patients
and families. Denise Anthes donated
money to place a bench at the
Hospice/Solace Center, which honors
those in her family who have passed
Leslie Council knows all too well that the landscape of western North Carolina holds as many barriers as it does opportunities for young girls.

Currently the practice manager at Asheville Family Medicine, Council is also the founder of My Sistah Taught Me That (MSTMT), a local not-for-profit and volunteer-based program empowering young girls in our community through education, inspiration, opportunity and exposure to the wider world. With weekly educational meeting sessions and monthly recreational activities, the program equips young girls with skills and knowledge for the basics of life, and also expands their life experiences.

MSTMT is also about perspective — building and changing perspectives through exposure to new things and new ideas. “Often children in impoverished situations or public housing see life as a ‘one way in, one way out’ deal,” Council explained. She believes that by helping them see a world outside of their housing development, where all they know is going to school and church then coming home, they can believe deep within themselves that there is more opportunity for them. “Everything in your life doesn’t have to be a struggle,” Council said.

While originally for girls in single-parent homes without a father figure, MSTMT also offers perspective for other young girls who have the ability to make a difference, showing them a world they otherwise might not know. “We accept every walk of life,” Council explained. “Even girls who might be described as privileged are humbled.” One mother wanted her daughter to understand the world that may be hidden in her own backyard. “She couldn’t believe what she saw. You don’t have to go to third world countries to see poverty,” Council said.
“These young ladies just need someone to pay attention to them — someone who genuinely cares.”

Her mission is to help young girls in her community understand that there is a place in this world where they have opportunities to thrive. “I want them to be better than the statistics say they will,” Council said. “These young ladies just need someone to pay attention to them — someone who genuinely cares.” MSTMT is all about “encouraging them to go away to college — then come back! Help represent and build our community and create opportunities in Asheville and western North Carolina.” The program helps participants to have a vision, go to college, get educated and then “pour it into the next generation,” said Council.

Council started MSTMT in July 2016 with the goal to enroll 28 girls. They received nearly double the number of applications and have enrolled more than 60 girls to date. The organization has a core group of volunteer leaders (one of whom is Council’s own mom), but needs more who can serve as speakers and work on various projects, chaperone field trips and more.

So how does Council, an invested Mission Health team member, full-time student, mother and active community member also find time to create opportunities for these girls to live a life beyond the school bus and their front door? She says it best: “When you’re passionate about something, you make it work.”

For more information about My Sistah Taught Me That, visit mysistahtaughtmethat.org.
A DAY IN THE CHILD LIFE

Mission’s Child Life team guides children and their families through the often daunting proposition of major medical experiences

By Nancy Lindell

You’ve probably seen them around. They’re usually wearing something purple and helping kids or providing support for families.

They are our Child Life staff.

It may appear as if they are just playing with kids up on the 3rd floor of Mission Hospital, but there’s a lot more going on there — and other places, too — than meets the eye.

“This could be a child’s first big medical experience and if it’s traumatic, it can affect his or her view of getting healthcare in the future,” said Kelly Lyons, Certified Child Life Specialist.

Child Life Specialists like Lyons are experts in child development, and they promote effective coping through play, preparation, education and self-expression activities with children. They also provide emotional support for families and encourage optimum development of children facing a broad range of challenging experiences related to healthcare and hospitalization.

“If a child comes to Mission on MAMA or an ambulance, there is sometimes no family with them, so we are waiting in their room,” said Jordyn Coalson, Certified Child Life Specialist.

Coalson is the Child Life representative in the emergency department (ED) and is there to comfort children when they arrive and help relieve their stress and fears with therapeutic play and comfort holds.

“A little girl came in once after a car accident and no one was with her. She was shaking and scared and I was able to stay with her, talk to her in a soft, calming voice until her parents arrived. Her parents were so grateful when they got there that their child wasn’t alone — I was able to give them peace of mind that their child had been cared for while they weren’t there,” said Coalson.

You’ll find Child Life Specialists not only in the ED, but throughout the hospital in areas such as the NICU, PICU, Cancer Center, Asheville Surgery, Reuter’s Outpatient and Pediatrics. Mission is the only hospital in the area to have Certified Child Life Specialists. These members of our staff are certified by an international organization called the Child Life Council.

“Mission is such a great place that values family-centered care,” said Lyons.

Lyons, who works at Asheville Surgery, uses her skills to help prepare both the child and their family for upcoming surgical procedures. She does preop tours with families to show them what they will see, touch, feel, taste and experience.

“When doing these tours, I can see this big difference — they know what it’s going to be like and they feel more relaxed,” said Lyons.

Before surgery, Lyons will let her patients decorate an anesthesia mask with stickers and pick out a stick of lip balm with a smell they like to put
on their mask. In doing this, the child becomes familiar with it and the procedure goes much better.

Alysha Austin, Child Life Coordinator, helps to plan events such as the recent Halloween Parade, holiday activities, visits from Asheville Tourists players and more. When a child is in the hospital during a special day, she doesn’t want them to feel like they missed out on anything.

“These events make normal life out of hospital life for the kids,” said Austin. What makes a day special for Austin? “Having a special visitor and taking them into a child’s room and watching their faces light up.”

Understanding that a child’s well-being depends on the support of the family, a Child Life Specialist provides information and guidance to parents, siblings and other family members. They also play a vital role in educating caregivers about the needs of a child who may be under stress from their medical condition.

“We deliver information in an age-appropriate way, giving as much medical information as possible but in their age range,” said Lyons.

Child Life skills really look different for each department.

In the NICU, Laura Johnson has a special role in helping these newcomers to the world. Sometimes parents cannot be there all the time, and Johnson can hold their infants in their absence, helping them to form social attachments. This makes a huge difference in the infants’ development.

In other areas, medical play with an IV or sutures on canvas dolls helps children understand their procedures and makes them much less stressful. Sometimes it’s helping a family develop a coping plan — a plan they often use for future events down the road.

The Child Life staff also has a great working relationship with the doctors, nurses, CNAs and other medical personnel, who they partner with every day to give a child the best possible experience.

“Especially in the ED when time is short, when there’s trauma, they still give us time to talk to a child, to explain things and the experience is much less stressful,” said Coalson.
SEW FAR, SEW GOOD

Longtime Blue Ridge volunteer Ginnie Wearn uses her hands — and heart — to make a difference for patients in Spruce Pine

By Phillip Fritts

Cut, sew, wash, stuff and sew. Repeat.

Ginnie Wearn has perfected that process over the past nine years she has volunteered at Blue Ridge Regional Hospital in Spruce Pine. “I make pillows for patients that are undergoing chemotherapy treatments,” said Wearn. “The pillows help support their necks and arms, making their time at the hospital just a little more comfortable.”

Wearn, originally from Philadelphia, Pennsylvania, and now a resident of Spruce Pine, began volunteering after she felt compelled to do something useful with her time. “I love helping others,” said Wearn. “Not to mention it keeps me busy, I am not the type to sit around and stare at a TV all day long.”

In total, Wearn estimates she has made more than 5,000 pillows for patients at Blue Ridge Regional Hospital. “I am constantly at my sewing machine wondering how many more pillows I can make,” joked Wearn. “I especially enjoy making pillows themed for Halloween and Christmas.”

When not volunteering or making pillows for the hospital, Wearn enjoys hitting the golf course. “I turn 90 this December, but I still try to get out and golf once or twice a week,” said Wearn. “My biggest piece of advice to everyone is to just keep moving, no matter your age!”

Volunteer Spotlight!

Know of a special Mission Health volunteer that you’d like to see featured here? Email us at OurMission@msj.org.
What's your favorite part of your job?
I like to fix things. We get pretty immediate results with a lot of things we do with orthopedics. Seeing people who can’t do an activity or are just having trouble walking, and then coming back in and not having pain and being able to walk, excited about all of the active things that they can do.

Why did you decide to climb Mt. Rainier?
I've always been interested in mountaineering and climbing, backpacking around here and the Appalachian Mountains. And, I read Jon Krakauer’s book Into Thin Air. I've never done anything on a glacier. It was an opportunity to do that kind of mountain experience without traveling to Nepal.

How did you prepare to climb Mt. Rainer?
I went twice. The first time, because of weather, we weren't able to go very far and turned around. We discovered that it's very strenuous and you have to be in pretty good shape and prepared. The second time, it was a guided trip with eight of my friends. We dedicated ourselves to over preparing. We did a lot of running and strengthening our lower legs in the gym. We put on backpacks with about 50 pounds in them, and we walked for about a mile and half up and down a steep hill as fast as we could for an hour.

What was the hardest part of the climb?
On the route that we took, there was an aluminum stepladder crossing, and you walk across it with ice axes and crampons on your feet. My crampon caught on the bottom rung of the ladder, and I fell straight forward, and I was looking straight down into the crevasse. It was kind of scary. Gets your heart rate up pretty fast. If I had missed grabbing the ladder, I would have fallen, and my buddies would have had to dig in to catch me.

How did you feel once you reached the top?
The normal trip is three days. We did it in two, and summited at sunset. That was pretty cool, because there was no one up there then. It’s a big accomplishment. We were pretty excited. We took pictures. We wrote our name in the registry at the top. There was a lot of congratulating everyone else. It’s a good feeling to stand on top of the highest peak around.

Can you relate the Mt. Rainier climb to what you do at Mission?
Yeah. I’m a surgeon, and having everyone in the OR working together and being prepared. I don't think you can prepare too much for anything that may happen.
FINDING THEIR FUR-EVER HOME

Nancy Lindell is passionate about animal rescue, and has fostered more than 100 dogs

By Adam Harris

Nancy Lindell badly wants to dispel a myth, and doing so could go a long way toward solving a major problem in western North Carolina.

Approximately 2.6 million animals are euthanized each year in the United States due to overpopulation, something that is especially problematic in our region. Lindell, Communications Consultant, Mission Health, believes changing perceptions about shelter animals is a huge part of the solution.

“Animals in shelters aren’t there because something is wrong with them,” Lindell said. “They don’t have disease or personality issues, and they’re not mean. There is just serious animal overpopulation in our area. Shelters get overcrowded, and as soon as they do, animals get euthanized. They are not euthanized because there is something wrong with them or they are badly behaved or have a disease. They are simply euthanized because there is no room for them.”

While Lindell believes breeding laws or spay-and-neuter laws would help to drastically decrease the overpopulation issue, simply changing the way people think about shelter animals can make a huge difference, too. Instead of buying from a breeder or a pet store, she urges those in the market for a dog to consider adopting.

“I encourage people to always adopt. And know that you can adopt a pure-bred; there are rescue groups for all types of breeds. Plus,” she added with a smile, “because they’re more grateful, they’re better pets!”

Lindell practices what she preaches, as a foster parent for dogs through her work with Charlie’s Angels Animal Rescue in Fletcher. She began fostering dogs over 11 years ago and has helped more than 100 dogs find what she playfully calls their “fur-ever home.”

“By fostering, I save two lives: the one that comes to my home and the one that takes its place at the shelter. When you adopt, you really do save two lives,” Lindell explained.

While Lindell would love for more people in our area to foster — and points out that it’s a great way to get to know an animal and see if it fits in your house — she is quick to mention that there are numerous others ways to contribute to animal rescue.

“You can go to the shelter and socialize with dogs; take them for walks and spend time with them,” she said. “You can come to volunteer events and be a handler for a dog that needs adopting, or man a table at the events. You can also contribute monetarily, by making a donation to a local rescue group.”

Helping the cause comes in many forms, and volunteering your time helps in more ways than one.

“Volunteering allows you to learn something about the cause from the experience,” said Lindell. “Then you can educate others and hopefully stop the problem.”
Work is currently underway at Highlands-Cashiers Hospital to replace its existing emergency department with a 6,800-square-foot addition, which includes a 1,350-square-foot renovation. The project will provide a new, mountain-themed main entrance to the hospital that includes a reconfigured main lobby that is physically and visually connected to the new emergency department. A beautiful semicircular waiting room with views of the surroundings is provided for patients and family members.

The emergency department features a triage room and four exam rooms, one of which is designed for isolation patients. Another exam room is designed to safely accommodate behavioral health patients. Also included is a large, state-of-the-art trauma room. All exam rooms are clustered around a central nurse work station and medication station. A new ambulance canopy is also planned.

“Understanding how patients perceive quality is important,” said Christina DeRosa, Interim President/CNO, Highlands-Cashiers Hospital. “What patients know is what they see and feel.”

The new emergency department will offer both an aesthetically pleasing environment and state-of-the-art care. “Our patients have always received top-notch care here at Highlands-Cashiers Hospital,” said DeRosa, “but now will also see and benefit from an updated look and feel of the facility.”

The footprint of the new emergency department is bigger, offering the opportunity for larger, more private patient rooms.

The total cost of the expansion project is $6.7 million. This includes a $1 million commitment from Mission Health and $5.6 million raised by local philanthropic donors. Construction is currently on schedule for completion in June 2017.
BECOME A TRULY GREAT PLACE TO WORK AND PRACTICE

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• Maintain overall financial strength consistent with AA/AA-/A+ medians and operating cash flow margin of 10.25% (8 quarter rolling average)
• Maximize philanthropic revenue through a donor-centric engagement approach that grows “adjusted giving to healthcare” in western North Carolina
• Ensure that Mission Health’s year-over-year net revenue per adjusted discharge is consistent with our long-range financial plan (also see population health, below)
• Ensure that Mission Health’s year-over-year cost-per-case-mix adjusted discharge is consistent with our long-range financial plan (also see population health, below)

ACHIEVE TARGETED GROWTH

• Successfully recruit the target number and type of physicians, advanced practitioners and other team members
• Grow surgical activity and inpatient case-mix index (CMI) faster than the overall market
• Increase overall share, individuals served and admissions across post-acute services
• Achieve at least median productivity and top quartile ambulatory access, while dramatically expanding the use of virtual care
• Increase year-over-year revenue from “innovation partnerships” and support the creation of net new jobs in western North Carolina

EFFECTIVELY GROW, AND MANAGE, OUR AT-RISK POPULATION

• Improve the health status/outcomes of the individuals who comprise our managed lives
• Meet or exceed best-in-class clinical financial performance (e.g., per-member-per-month (PMPM) for self-insured and full-risk population)
• Meet or exceed best-in-class nonclinical financial performance
• Grow the total number of lives under risk

QUESTIONS?
OurBiggerAim@msj.org
GETTING TO KNOW...

Karen Gorby,
President/CNO, Angel Medical Center

By Joseph Dix

Where I’m from: Dayton, Ohio

Where I went to school: Diploma program at the Miami Valley Hospital of Nursing, Dayton, Ohio; BA/MSN from St. Joseph’s College, North Windham, Maine; MBA from Wright State, Beavercreek, Ohio

My first job: I began working for a variety store called Ben Franklin’s when I was 15. I ran the cash register and ate a lot of candy from the candy counter — which we were allowed to do.

Favorite pastime: Cycling, knitting and traveling! The best thing is that I can do all three together! My husband and I love to cruise and have been all over the world. I have been bike riding in Germany and Costa Rica, and I knit wherever I go!

Favorite memory: My favorite memories are of my children growing up! All three of them marched in our high school band and participated in national competitions. I traveled with the bands for over nine years and we had a blast! The best part was that I was there to celebrate all their wins and to cry with them when they lost.

My hero: My mother. She has been my best friend and guidepost for years. As the oldest of five children, we formed a strong bond that still exists today. She is a great role model and is the foundation of our family.

Why I was drawn to healthcare: I was the oldest of five in my family and have always been the one to take care of others. I feel fortunate to have had the ability to do that. Also, my dad’s brother had Down syndrome. He was only two years older than I was and so growing up, I spent a lot of time with him and my grandparents. I always loved the time I got to spend caring for him and learning about compassion.

My proudest moment with Angel Medical Center: I have immense pride in being a part of a team that is so focused on providing quality care. I was also very proud of our team at Angel Medical Center for their work toward our Acute Stroke Ready recognition by The Joint Commission. I was fortunate to join a great team who were already working on improving care to our stroke patients!
FAMILY ALBUM

Photo 1 Kayla Bryson is in the autumn spirit at Highlands-Cashiers Hospital's annual Fall Fest. Photo 2 Turner Anderson, Brenda McConnell, Jessica Peek and Laura Radtke demonstrate the smoothie-making bike at Highlands-Cashiers Hospital. Photo 3 Michele Teasley was the winner at Angel Medical Center's Halloween costume contest. Photo 4 Scott Governo and Mark Groh at the Beer City Cup in Asheville. Photo 5 The dental staff at Mission Children's Hospital poses in front of the Toothbus®. The department celebrated 20 years in October. Photo 6 Super Hero Day excitement as team members volunteer for Mission Children's Hospital. From left: Melissa Raper, Mecca Daugherty, Misty Brezillaco and Leslie Hipps. Photo 7 Team members hand out goodies to patients, family and staff on Think Pink Day at the SECU Cancer Center. From left: Janet Magruder, Charlotte Lail, Marika Loveless and Debbie Gentry. Photo 8 Mission Women's Care – Sylva gets in on the Halloween fun. The winning group costume, from left: Ashley Dowdle, KaLee Golden, Brittany Brooks, Cynthia Noland, Candace Moore and Kaylee Holt.
SEND YOUR PHOTOS
AND A BRIEF DESCRIPTION WITH THE NAMES
AND POSITIONS OF ALL TEAM MEMBERS
PICTURED TO OURMISSION@MSJ.ORG.
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ONE OF THE NATION’S TOP HEART HOSPITALS
10 YEARS IN A ROW

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Enter code WORKWELL
mission-health.org/virtualclinic

FREE until DEC. 31
Beginning in January, a consultation will cost $25, payable online by any major credit card.
Whether congratulating a colleague on a noteworthy accomplishment or appreciating a small act of kindness, our WooHoo! recognition program showcases the unique talents, outstanding efforts and exemplary teams that make Mission Health a Great Place to Work and Practice. Check out a few recent gems from the newsfeed:

‘Thank You’ | Thanks for thinking "out of the box" for a solution for the scheduling issue we had today.

  sent to Leslie Jarrell, Orthotics and Prosthetics  from Diane Snyder, Orthotics and Prosthetics

‘Going the Extra Mile’ | For always taking pride in your work and going above and beyond to keep our department looking professional. Thank you very very much for all that you do.

  sent to Shirley Williams, Environmental Services  from Michael Pior, Emergency Care Center, Mission Hospital

‘Great Place to Work and Practice’ | I want to thank you so much for helping Ortho out on Friday! You are an awesome employee and jumped right in without any hesitation. Any department who has you working with them is VERY lucky to have you on board. Your help was greatly appreciated!

  sent to Dedra Jones, Pain Management, Blue Ridge Regional Hospital  from Ashley Carpenter, Orthopedics, Blue Ridge Regional Hospital

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**Dogwood DEALS**

Winter is upon us, and we’ve got you covered! Check out Dogwood Deals, your guide to Mission Health employee discounts. Find us at MissionAndMe.com.

Have an additional discount in mind but don’t see it listed? You can invite any vendor to participate! Refer them to mission-health.org/staff-discount-program-business-application, and we’ll take it from there.

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**Baby, it’s cold outside!**

Whether you want to get outdoors and enjoy it, stay cozy by the fire or host a winter celebration, you’ll find savings for all these and more on Dogwood Deals!

- **WOLF RIDGE SKI RESORT**
  Mars Hill
  skiwolfridgencc.com

- **BLOSSMAN GAS**
  Burnsville, Hendersonville, Waynesville and Asheville

- **CELEBRATIONS PARTY AND GIFT STORE**
  Tunnel Road, Asheville

- **PARTY BLVD. PARTY SUPPLY STORE**
  Long Shoals Road, Arden
Because of you, we’ve had a record-breaking number of participants give their time and money to this incredibly worthy cause. This number directly translates into hundreds of ways that Mission Health can impact our community.

- Nursing Education
- Team Member Emergency Fund
- Angel Women’s Center
- Support of United Way across western North Carolina

Again, we thank you for your generosity to the Give Well Campaign. It’s our mission to help every citizen across western North Carolina be well, get well and stay well.

**WITH YOUR HELP, WE WILL.**

As both an employee of Mission and a patient of the SECU Cancer Center, I feel so lucky that we have this kind of care accessible to us here in Western North Carolina.

—Jenny

My wish is that everyone will understand the importance of even the smallest amount and how that money can impact not one but many lives in our community!

—Sharon

For those people in our community with mental health, behavioral health and/or addiction struggles, my wish is for them to be able to access the support and help they need to recover, regardless of their ability to pay, so they may become their best selves and reach their full potential to the benefit of all.

—Traci

GiveWell.missionphilanthropy.org