MISSION SPORTS MEDICINE SCORES BIG WITH STANDOUT

STRIVING TO BE THE BEST

MISSION SPORTS MEDICINE

A DRIVING FORCE

RIDE ALONG WITH SYSTEM COURIER SERVICES

HONORING THOSE WHO SERVED

Spotlighting local veterans

System Courier Services team member Roger Reid
Last year, thousands of you shined for Mission Health during the first Mission Month.

This August, get ready to do it all again.

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MISSION HEALTH PRESENTS THE SECOND ANNUAL MISSION MONTH

STARRING TEAM MEMBERS & VOLUNTEERS WITH SPECIAL APPEARANCES BY PET THERAPY

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EVERY TEAM MEMBER

ALL TEAM MEMBERS ADMITTED

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SUMMER 2017

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GIVE ME
Five surprising changes at hospitals over the years

- New moms often stayed in the hospital 10 days after giving birth, and now it’s 2 days with a vaginal birth.
- Smoking was allowed in hospitals, but now most hospital campuses are smoke-free.
- Until as recently as the 1990s, dresses were frequently worn by nurses.
- The first two male students admitted to Mission’s School of Nursing graduated in the class of 1956. Today, about 10 percent of nurses nationwide are men.
- We take wifi for granted these days, but it’s only been in the hospital for about 9 years.
Great news, team member

You can now get your uniforms directly from these approved vendors via payroll deduction.

- Read’s Uniforms
- Country Casuals
- Uniform Destination
- World of Clothing

missionandme.com/buymyuniform

TUNE IN

Because healthcare can be complex, we help break it down in 20 minutes or less.

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a podcast by Mission Health
YOUR 2017 WELLNESS TRACKS
ARE EASY AS
1-2-3

1. Take the Personal Health Assessment
   • Team Members: Login to mission.wellconnectwnc.org to take your PHA.
     Your spouse needs to do this too, if he/she will be covered next year.
   • Spouses:
     If you have taken the PHA before, use your login information from last year.
     If you have not taken the PHA before, click create an account.
     When prompted for a member number, enter your Mission-employed spouse’s employee ID number + “S” at the end (example: 1234567S).

2. Choose Your Wellness Track
   • Login to mission.wellconnectwnc.org.
   • At the top of the dashboard, choose the second box that says Choose Wellness Track.
   • Select your Wellness Track on the survey and step 2 is complete!
   • Please note: Your wellness track must connect with your Take Action activity (in the next step).
     You cannot change your Wellness Track after you complete step 2

3. Complete a Take Action! Activity
   • Login to mission.wellconnectwnc.org.
   • At the top of the dashboard, choose the third box that says Take Action Items.
   • Select a Take Action! item that connects with your Wellness Track (from step 2 above).
   • Be sure to complete the activity by August 31, 2017!

GOT QUESTIONS? WE HAVE ANSWERS!
Contact HR Direct Connect at (828) 213-5600 or HRDirectConnect@msj.org.
To say that trauma care nurse Paul Scouten likes to challenge himself is definitely an understatement. When he’s not doing his stressful job at the hospital, you can find Paul engaged in one of his passions: running ultramarathons and ironman challenges, contra dancing and waltzing with his wife, Katherine, or creating copper sculptures (nccoppersmith.com).

“One of the things I love about Mission is how they intentionally create a culture of wellness,” said Paul. “Through many different avenues — acupuncture, massage, step program, wellness points, etc. — Mission effectively puts the discussion of wellness in the forefront of the employee’s mind.”

Paul found that with nursing, his nonwork activities are important to personal wellness and balance. “Trauma care can be stressful. Having an outlet where I can run for an hour and allow my body to release that stress helps lower my overall stress level,” said Paul. “It seems paradoxical that you can be completely worn out after a shift, but getting active gives me more energy and ability to make it through a stressful shift. Physical and spiritual passions give me multiple dimensions in life.”

Mission Health’s WellConnect step program shows Paul how hard he’s working. “I’ve got a Garmin watch. Since January, I’ve logged more than 2 million steps. I probably wouldn’t be doing that if I weren’t at Mission,” said Paul.

In his desire to be healthy on all dimensions, Paul also partakes in Mission’s acupuncture offerings. “I love the Mission group acupuncture for staff. I find that a wonderful part of my wellness balance,” he said. “Acupuncturist Chris Jacobs is very knowledgeable and good at what he does.”

Family plays a major part in Paul’s multidimensional wellness pursuits, involving his wife and his three sons, Cody, 26, Graham, 23, and Tyler, 9. He often spends time sailing with his wife — “she’s very competitive,” he said. Though the older boys no longer live at home, it was their interest in the high school cross country program that started Paul into competitive running. “As they were getting into running, I kind of joined in so that we could run as a family,” said Paul.

These days, the time Paul shares with Tyler has a healthful purpose. “It makes me excited that physical activity and getting out in nature is something that’s normal and second nature for him,” said Paul. “As he grows up, that’s a piece of his person. It makes me feel proud and happy for his future, for the wellness he will have as an adult.”

To learn more about the Mission Health WellConnect program, email wellconnect@msj.org.
our people

Photo 1 Courier team members never go anywhere without a fully charged Gajema to track every pick-up and delivery. Photo 2 Bruce Baird (left) is a man on a mission, and now everyone at 890 Hendersonville Road knows his name thanks to Ferriss (right)! Photo 3 Lead Courier Laurie Jordan starts each day getting the supplies she needs from the laboratory and courier office to load into the Toyota RAV4. Photo 4 System Courier James Treible shows how couriers carry more than mail, including incubators and lab supplies. Photo 5 System Courier Phillip Evans talks with supervisor Ruth Cannon about his routes for the day. Photo 6 Hard at work and on the go, courier team members are all smiles, like System Courier Kim Banks. Photo 7 Laurie Jordan (right) said our courier team is a close group who does great work because of their leader and supervisor Ruth Cannon (left). Photo 8 Ferriss’ (left) day riding with Lead Courier Laurie Jordan is just getting started.
Every time I drop an envelope in our office's outgoing mail basket, I wonder, What now? How does it get there? Where do the couriers stop for lunch? Do they rock out to music? Because I totally would if I was a courier. So I decided to fulfill my curiosity. I sat in the front seat for an afternoon with Laurie Jordan, Mission Health's Lead Courier, to find out for myself just how our mail gets from point A to point B.

Here's what I found out about Jordan: You won't find any points docked from her driving record; she knows every corner, shortcut, main road, backroad and windy road associated with Mission Health and across western North Carolina.

She is also definitely earning her WellConnect rewards each quarter. Despite driving 200 miles or more a day, courier team members also get their steps in — walking up to 5-6 miles in a day! Not even halfway through my ride-along, all five LEDs on my pedometer were flashing.

Our day started around 11 am. By 8 pm, we had been to 22 offices and locations, which is actually fewer than normal, in and around Asheville and to Brevard and back, and I fulfilled much more than my original curiosity. I learned that our System Courier Services team members know much more than Mission Health addresses and locations.

In October 2014, lab courier and hospital courier merged to form System Courier Services. The courier's priority is the same as yours: the people we serve — our patients. “They don’t have direct patient contact, but everything they do impacts the patient,” said Ruth Cannon, Courier Operations Supervisor for System Courier Services.

Our courier is the pipeline of our system's hospitals and locations, ensuring providers have the information they need to care for our patients. Considering that 75 percent of decisions made by clinicians rely on lab results, the seamless delivery of them is essential. No patient wants to come in to have their blood drawn again because their lab results or specimen was lost in transit.

Constantly on the go and heading from one location to the next, we arrived at one of her routine stops earlier than normal. Jordan asked if it was okay if we waited in the car (a Toyota RAV4, which she prefers over other car options), and I thought how nice it was to pause and be present.

I learned that she is a mother and grandmother who loves to spoil her grandchildren, she likes to stop at Chick-fil-A for lunch if she doesn't eat at the hospital and she worked in construction for 20 years before coming to Mission Health as a Specimen Management Technician at St. Joseph (which is also where she was born) and before becoming a courier. She quickly stepped into the lead courier role — a thought she humbly chuckles at because she “doesn’t consider herself the lead for anything.” Jordan “just enjoys being out and about” but it’s also a role where she is part of a true team.

Since our laboratory provides services for our region, our couriers visit both locations within and outside of Mission Health, representing our organization. Whether it was with strangers or familiar faces, Jordan's presence made people feel comfortable. Cannon said, “I consider the couriers to be the sales reps, client service reps and ambassadors for Mission Health. And, I call the courier department the cavalry because they are always saving the day for someone somewhere.”

For me, our couriers saving the day is getting my past due invoice or print order delivered ASAP. For these team members, saving the day is ensuring our patients are getting the care they need. My letter can wait.

So, next time you see a friendly face wearing a green shirt walking down the hall, say “Hello” to your courier — take a moment to ask his or her name (shout-out to Bruce at 890 Hendersonville Road!). You’ll know it’s one of our couriers, because though they’re on a mission, they still have time for a smile and a “Hello, how are you? Have a great day!”

By the Numbers
- 33 couriers total — 22 on the road at one time
- Visit 700 total locations
- Average 800 stops a day
- Drive 2,100 miles daily
- 426 years of experience

Our courier services team members have dedicated themselves to structured processes for flawless operations from start to finish. “I think of our courier team as the honeybees and Mission Health is the beehive — working together to get everything where it needs to go!” said courier team member Roger Reid.

During our stops in Transylvania Regional Hospital territory, we had to get cell cultures from the laboratory to the car, and back to Asheville — which meant plugging an incubator into the car to preserve the integrity of the culture (I was NOT expecting that one). I’m in the front thinking to myself: Remain calm! A patient’s life is in the backseat! But Jordan handles this courier job just like any other — with the same poise and mindfulness as if she’s carrying one of my letters. I knew what Cannon meant when she said, “They handle people’s lives and take that responsibility very seriously.”

Despite all that I learned, I most enjoyed observing Jordan’s interactions with others.
Every day, mothers and fathers walk into the Mission Neonatal Intensive Care Unit (NICU) to see their babies. Often parents of these babies are unable to hold their children, to do the normal things that other parents might take for granted.

In part, this is why the Family Support team developed the NICU reading program in February. For each infant who comes into the NICU, a book is given — a book they can one day take home with them. This book stays at the bedside to be picked up by a parent, a nurse or a volunteer, and it is read by them to that baby.

“The goal is to help the family bond to the baby. They can’t hold their baby, so it’s an opportunity to bond in another way,” said Jessica Edwards, Family Support and Outreach Coordinator and Advisor, Family Support Network of WNC, Mission Children’s Hospital.

Often there is a sense of powerlessness that comes over parents whose baby is whisked off to the NICU. While the staff is friendly and the walls are painted brightly, the NICU can be an intimidating place for parents. The NICU reading program provides parents who are on an emotional and difficult journey with a way to cope.

“It helps create a sense of normalcy or something that a parent who was able to take their baby home might be doing. And the books go home with the babies,” said Linda Smith, RN, NICU Nursing Manager.

Babies in the NICU are able to hear and process sounds, so the reading program allows for critical brain and auditory development. While the initial hope of the program is to provide parents with a bonding experience, evidence is now showing that parent-infant verbal interactions in the NICU improve language and cognitive outcomes.

But more than the development benefits, the reading helps parents talk to their babies.

“Several family members have told me they appreciate being able to read these books to their babies because they are sometimes nervous about talking to their babies in front of us — they feel self-conscious — so reading the books really helps,” said Fiona Phillips, RN in the NICU.

The 51-bed NICU is typically full, so having volunteers is important to this new program.

“When I came into the NICU, our volunteers wanted to be more involved. A lot of times our volunteers aren’t able to hold the babies, so this program gives them a chance to interact with the babies on some level,” said Edwards.
Mary Helen Letterle, manager for Mission Sports Medicine, loves a good competition. As a StandOut Pioneer/Influencer, she’s using StandOut to harness her own strengths, pairing that competitive streak with a quest for excellence to help her team reach new heights.

Letterle leads a team of 19 athletic trainers, plus two team supervisors, whose workplaces are middle and high schools across western North Carolina. For many, the natural inclination is to consider each workplace community — the coaches and student athletes — their primary team, rather than the Mission Health Sports Medicine colleagues they see less frequently. So Letterle set her mind on changing that, and she's leveraging StandOut to do it.

“When we got the results of our [StandOut] Engagement Pulse, first last May and again in December, I asked, ‘What’s the highest scoring team at Mission Health, and what’s the national benchmark?’” Letterle said.

Plotting these results in a spreadsheet and graphs, she then shared with her team. Letterle learned that her team was already ahead of national data, but had a way to go to become the most engaged team at Mission.

“I told them that as a group I’d like us to get to 100 percent and asked for their input on how we could move that needle. It takes all of us to get there — I can’t do it by myself,” Letterle said. A tip in the StandOut platform noted that her skill is helping staff understand excellence, so she posed that question back to her team, asking, “How do you define excellence — what does it look like for you, for your patients?”

Meanwhile, Letterle noted other ways StandOut has helped her team. “We have lots of Creators on our team, so they blossom with opportunities to create something new or to write content for our blog as subject matter experts,” she said. “Our Advisors and Teachers are great mentors for our new team members, and love being able to share new research.”

With the latest round of Engagement Pulse scores in March, Letterle’s team results are trending upward. The focus on team building led them to designate four “districts” from their two teams, setting the stage for more friendly competitions. “As athletic trainers, we’ve all been athletes, so we like to compete,” Letterle explained. That includes coming up with some catchy team names, as well as a competition and vote on a name for their leaders, and competing to be the first district with 100 percent flu vaccine and annual education compliance.

“StandOut has definitely been beneficial to our team and to our program,” Letterle said. “It’s allowed us to connect on a regular basis, in a more meaningful way. It keeps us all focused and accountable.”

Mary Helen Letterle with students at Asheville High School

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By Karen Vernon

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For about a dozen years, Burchie and Barb Thompson have been quietly tending Mission Health’s own version of an eternal flame. Visitors to the Memorial Campus lobby may have noticed a large display in the alcove across from the reception desk dedicated to honoring military veterans.

Barb, a representative in HR Direct Connect, said she really just assists Burchie, who bears most of the work involved in maintaining the veterans’ tribute and collecting the memorabilia it houses. Burchie, who retired from Mission as a respiratory therapist in 2015, credits a former colleague with the idea.

“Campbell Cauthen had the idea and approached Mission with it back in 1994,” Burchie said. Cauthen, also a respiratory therapist and a Navy veteran, got permission to build the display and helped maintain it until he left Mission to work for the Asheville Veterans Administration hospital.

Burchie, himself an Air Force veteran, said he and Cauthen saw this as a way to honor veterans in a visible way at Mission.

Now, Barb and Burchie continue the work that Cauthen began, each year swapping out the photos, plaques and medals they lovingly prepare to honor eight veterans — living or dead — while Mission helps with the minimal expenses involved in purchasing the materials.

The Thompsons said the most challenging part of this labor of love is finding people willing to share their stories, probably because many veterans don’t want the attention on themselves. There are no stringent guidelines for who can be featured, other than those honored must be veterans not serving active duty or in the Reserves. That means the display has housed photos and medals that tell the stories of current and former Mission team members, their family members or friends, or sometimes even patients or visitors who pass through and see the tribute.

“One guy was a Vietnam vet who had been a prisoner of war (POW) for six years,” Burchie recalled. “He was my patient when I worked in Respiratory Therapy, and when I asked him if we could feature him, he said he would be honored.”

The project has been a source of connection for Barb and Burchie in the community as well. It’s not at all uncommon for Burchie to approach people he sees wearing military insignia to tell them about the tribute. “I talked to a gentleman I saw in our neighborhood wearing a World War II hat,” Burchie said. “He had some incredible stories to tell, and I got to hear them while I was collecting his information. He died while his information was on display.

“When I took the photo and medal to his wife when we changed it out that year, she had tears in her eyes,” Burchie continued. “She told me this was the best photo she had of him; when I saw him, you could still see that young guy from the photo in his face.”

Barb and Burchie would love to have so many people waiting to be featured they’d have to create a waiting list from year-to-year. It does take time to get all the pieces together, so they are actively soliciting veterans to feature on the coming year’s tribute, which goes up around Veteran’s Day in November.

So why do they do it — especially Burchie, who’s now enjoying retirement?

“I wouldn’t be able to enjoy the freedoms I do were it not for these people,” Burchie said. “I just have a heart for vets — they ask nothing in return.”
If you are a military veteran, or have a friend or family member (living or deceased) you would like to see featured in this tribute, contact Barb Thompson at barb.thompson@msj.org or (828) 213-5617. We encourage participation from across the Mission Health region.
BUILDING FOR GENERATIONS

Colby Boston recalls his grandmother’s — and the community’s — sacrifice to get a hospital for Spruce Pine

By Phillip Fritts

For Colby Boston, Human Resources & Volunteer Engagement Coordinator at Blue Ridge Regional Hospital in Spruce Pine, walking the hospital hallways has significant meaning. “My grandmother helped build this hospital,” said Boston. “Back in the early 1950s, the Spruce Pine community was asked to donate one full day’s pay a month for three months. My grandmother, Mary Sue Gouge, worked at the local Lynn Carpenter Mica House, cutting and splitting mica and rose to the occasion, donating the full amount. She was just 18 years old.”

The community resolved to build a 35-bed hospital. The cost would be about $400,000, of which $140,000 was to be raised by the citizens. Every person within a 50-mile radius of Spruce Pine was asked to give generously. At the campaign kickoff, $33,000 was raised in a single day.

Several employers reported 100 percent participation in the program. Those who couldn’t give money gave blood in the “Save a Life and Build a Hospital” effort. Employers contributed to the building fund when their employees donated blood to the blood bank. On a day set aside for the donations, 227 people gave blood, raising $1,135 toward the hospital campaign.

Children even got involved with the fundraising efforts and formed a corporation that wove potholders and sold them, two for 25 cents, to benefit the hospital building fund. In all, more than 2,500 people made contributions totaling near $100,000, and by the end of September 1953, the North Carolina Medical Care Commission had approved a 35-bed hospital for Mitchell County.

The first patient, a child who was to have tonsillectomy, was admitted in December 1955. She arrived clutching her doll.

People from this mountainous area are comforted by the presence of a modern hospital in their midst. One woman expressed this in a letter to the editor of the Tri-County News Journal three years after the opening of the hospital: “From my window here on the side of Arturs [sic] Knob, I can clearly see our community hospital. It gives me a strange and happy feeling. There is a kind of assurance that it is there...ready, as I can see it now, to bring relief and healing to us and our neighbors.”

“It makes me really proud to know that someone from my family helped support building this hospital,” said Boston. “I grew up hearing my grandmother talk about the hospital being such a benefit to our community. It makes me appreciate working and serving here at Blue Ridge Regional Hospital a lot more!”

Historical information for this article came from The Legacy of Mission Hospitals, 120 Years of Caring by Nancy Marlowe.
Coming soon to a pharmacy near you, Jonathan Snipes, Pharmacist at Mission My Care Plus Pharmacy in Candler, was motivated to initiate a service for his blind and sight-impaired patients with “talking prescription labels.” Program funding was provided by the Mission Health Team Member Fund, which was created to support innovative programs that empower and educate team members, and strengthen the excellent level of patient care they provide.

What are talking prescription labels?
Talking prescription labels allow blind and visually impaired patients to access their prescription medication information safely and independently, which greatly reduces the chances that patients will take their medications incorrectly. These labels allow patients to hear the instructions that accompany prescription medications, whether capsule, liquid or topical. When the patient is ready to take the medication, they press a button and the label speaks to them.

This technology seems really meaningful for patients. Yes, because these patients are at higher risk for medication mistakes, and some instructions are fairly complicated. Even if a patient is taking the correct medication, they must know they’re taking the correct dosage as well, whether to take it with food or not, and other prescription-specific protocols.

Why was it important to you to develop this program?
I saw my blind and visually impaired patients struggling with this issue. We tried providing tools to help them differentiate between medications, but none were foolproof. Braille labels exist, but isn’t universally used by these patients. This system offers portability, flexibility and is customizable with security warnings, food directions and other reminders.

Has this project been rolled out yet?
Not yet, but very soon — the software and labels have been shipped and some patients are using samples now, so we’re very excited.

What does Team Member Fund support mean to you?
Without it, we couldn’t have gotten this project off the ground. It’s wonderful to know that when we identified a community need, we immediately got initial funding, with no hesitation, which enabled us to purchase initial program software and startup labels.

What is the significance of support from the Give Well campaign?
It’s all-important. I’m proud that my employer cares enough to support this valuable accommodation, which improves care quality and access to care for these patients. It’s caring for the community at its best.
How did you get started quilting?
My husband’s grandmother was an avid quilter. I saw her quilts, and I saw a challenge in it — the hand part of it — and just wanted to start doing it.

How does quilting make you feel?
It’s therapeutic and relaxing. It unwinds my day after work. I try to quilt just about every night. I’ve got so many projects going, I pretty much have to.

How do you feel after you finish a quilt?
Really good. I’m kind of a perfectionist. They always turn out way better than I anticipated. Lately, I’ve been doing a lot of baby quilts for co-workers. I really feel good about seeing the joy on their face when I give it to them.

How long does it take to complete one?
It depends on the size and the pattern. A king size takes me a couple of months. A baby, one month. I do them by hand.

What types of patterns and styles interest you?
I’ve done a double wedding band pattern and a star pattern. Patch quilts. Picture-frame types. Ones that look like a window. I do more custom orders right now, just because I don’t have time to make my own. I do a lot of t-shirt quilts from old shirts from children and babies. Memorabilia-type stuff.

Do you have a favorite quilt you’ve done?
One of my favorites is a simple red and white with stars. It’s an older looking barn, rustic style.

Is there a quilt project that you’d like to do that you haven’t done yet?
My sewing room is full of projects that I haven’t started. It’s turning into a business. I don’t want it to turn into a full-out business. I don’t want the pressure of getting things done on time. I don’t want it take away from enjoying making them.

Can you relate your quilting to what you do at Mission?
Like my job in the ER, I am faced with challenges every day. I am always learning from the doctors, nurses, patients and my co-workers. With my quilting, I’m learning new and different patterns all the time. My job keeps me on my toes, as does my quilting. I find that challenging and exciting.

Know of someone at Mission Health with an interesting story away from work? Email us at OurMission@msj.org.
INVESTING IN THE COMMUNITY

Mission Health proudly partners with local programs like MANNA FoodBank and the YMCA of WNC to improve residents’ lives

By Robert A. Poarch

Sadly, in some western North Carolina counties one in three children grow up in a family that is food insecure — without continuous access to the basic food they need to live a healthy life. At Mission Health, we’re doing something about this problem through our community investment program by providing funds to and partnering with 17 local organizations that assist low-income households, including organizations addressing food insecurity.

Two of those organizations are MANNA FoodBank (mannafoodbank.org) and the YMCA of WNC (ymcawnc.org). MANNA distributes more than 16 million pounds of food per year in western North Carolina, providing food to a network of partners including pantries, soup kitchens, homeless and domestic violence shelters, child and adult daycare centers, and group homes. The YMCA is one of those partners and a leader in healthy living and nutrition education.

“The truth is, the cost of food in our community is a big barrier,” said Katy German, Agency Relations Manager, MANNA FoodBank. “Food insecurity is something that has a real and tangible impact on people’s ongoing health. Having a partnership with the health community is a very significant and important step forward.”

By partnering with MANNA FoodBank and the YMCA of WNC, Mission Health doctors can write a prescription-like referral for healthy food assistance and nutrition education. Take for example George Frady, a patient of Thomas German, MD, a family medicine physician with Mission My Care Plus — Candler. Frady was referred by Dr. German to a local MANNA partner where he could get the healthy foods he needed. Thanks to that referral, he was able to reduce the negative effects that food insecurity was having on his health.

“When I first started seeing Mr. Frady, there were some issues with him being able to get a hold of all the food he needed. Having to make decisions between medications or food is not a place where we want any of our patients,” said Dr. German.

Frady is much healthier now. “I’d be dead today if it weren’t for him. When I got the paper on the food banks, I started going. I am alive today because of him,” said Frady. “I had to swallow my stupid pride, and it’s the greatest thing I ever did.”

Frady connecting with the MANNA FoodBank network is a great example of how Mission’s community investment partnerships positively impact the future health of our region one person at a time.

“It’s completely different when your doctor and your child’s physician are saying, ‘You deserve healthy food. We can get you healthy food. You and your children can thrive,’” said Katy German.

$1,138,390 2016 Mission Health community investment in 17 grant-funded agencies
Remember when you could only handle banking needs between 8 am and 5 pm? In a world where face time has become FaceTime, you can’t argue the convenience of online banking and depositing checks with your phone.

Just like banking had to adapt to the modern consumer, healthcare has done the same. One way Mission Health has done this is by launching Mission My Care Now — making care more convenient and more accessible to more people.

Our growth as a healthcare system isn’t only new facilities, but also growing and evolving the care model — the evolution of care. “All Mission My Care Now locations across the system are adopting and utilizing the same practices and standards of care,” said Jessica Patrino, Physician Assistant and Advanced Practitioner Team Lead, Mission My Care Now – McDowell.

As one of the early adopters of the Mission My Care Now model, Patrino said it has improved teamwork and communication among care teams within their practice and practices across the system. “We have several providers from various backgrounds who can give insight to any questions other providers may have, or cases they come across in the acute care setting they are not familiar with or have never seen before,” she said.

In addition to the growth seen by the teams caring for the patients, the change in care model has also spurred the growth of the individual team members. “The providers we work with have a variety of backgrounds, so they all learn from each other,” Patrino said. This contributes to the team’s developing skillset by being able to work with providers whose experience spans from surgery, orthopedics, family practice and more. “This model has been nice for providers, because we can use and apply a broader skillset,” which Patrino also describes as developing a “sixth sense” for what they feel can be managed in the urgent care versus what should be transferred to the emergency department.

Patrino said many of the patients they see are developing their own “sixth sense” for when they should seek different types of care — and they’ve learned that by virtue of Mission My Care Now providers educating their patients on the reasons for each. “Some patients would rather be seen for their chronic medical conditions at an acute care facility due to the convenience and easy access. Part of our job includes educating these patients on the importance of having a primary care provider and preventative care, and we’re working on helping patients while they’re here to get established with a local provider.”

Mission My Care Now is also creating a developing workforce, which Patrino said is one of the most rewarding aspects of her and her colleagues’ jobs. Whether she’s providing basic diagnoses or treatments, or relying on her “sixth sense,” Patrino finds every day at work rewarding: “I just like the fact that I can go into work and know that I’m helping people.”

To learn more or to find a Mission My Care Now location near you, visit missionmynacrenow.org.
GETTING TO KNOW...

Tracy Buchanan, President/CEO, CarePartners
By Nancy Lindell

Where I’m from: Greer, South Carolina

Where I went to school: Furman University; Physical Therapy, Medical University of South Carolina; MBA, University of Tennessee

My first job: Sales clerk at Casual Corner

Biggest influence: My kids. They have been a joy through all stages of their lives, and it makes me happy to see who they have become.

What I like most about my job: I like the impact that we have on people’s lives. Often we care for people for years and we become part of their lives. On any given day we are caring for over 3,500 people, and we are making a difference in people’s lives.

What drew me to healthcare: It’s just always what I thought I would do. I first thought I’d be a physician, but I’m glad I landed on physical therapy and eventually administration. In StandOut, I’m a Connector, so I love to bring people together to solve problems.

How I got my start in healthcare: I got my first PT job at Thom’s Rehab, which became CarePartners, and was a PT for 4 years before moving into management.

The most drastic change I’ve witnessed in healthcare in the last 10 years: We are constantly changing. We saw some big changes, of course, with the ACA, and I am sure there are many more to come. It certainly keeps healthcare interesting and challenges us to innovate.

Proudest moment at CarePartners: There is no way to define this in one moment. I think when I’m out in the community and I get stopped by people who want to tell me their CarePartners story. It’s amazing to hear how we have impacted their lives.

One thing about me that others would be surprised by: I have a severe case of FOMO (Fear Of Missing Out). I never want to miss out on a party or fun event.

The last movie I saw: I rarely go to the movies. It’s been several years — I don’t even remember! I am watching “This Is Us” on Netflix.

Favorite pastime: We have a family home at Lake Lure. I love spending time there with friends and family. We love to water ski, and I have taught tons of kids how to ski. I also love to travel.

Where I most want to travel, but have never been: Southeast Asia. We are planning a trip there. There are so many places I want to go, and strangely several have to do with light: synchronized fireflies bugs (that one should be easy because it is just outside of Gatlinburg), swim with bioluminescence and see the Northern Lights.

SNAPSHOT

StandOut Strengths: Connector/Equalizer

Family: Husband, Scott Buchanan; Andrew, 26; Julia, 23

Pets: Goldendoodle named Pearl

Favorite Quote: “Dance every dance.”

ourmission@msj.org

Tracy Buchanan, President/CEO, CarePartners, enjoys water skiing with her family
Family Album

Photo 1: Blue Ridge Regional Hospital nurses. From left: Emily McFalls, Tonya Bristle, Megan Robinson, Lee Long.

Photo 2: Cassidy McAlpine getting her steps in her daily lunchtime walk at Ridgefield.


Photo 4: From left: Carol Wolfenbarger, Leah Frady and Angie Pettus joined the local WBRM radio show in Marion to talk about stroke awareness.

Photo 5: Transylvania Regional Hospital nurses. From left: Emmalee King, Jessica Hughey, Christie Merrill, Connie Hendrix, Sabrina Whitmire.

Photo 6: Team members of the Mission Hospital Volunteer Engagement Team at the Belk fundraiser sale. From left, Aubrey Barnard and Mandi Fritts.

Photo 7: McDowell Hospital’s imaging department, along with hospital staff and local community leaders, including Carol Wolfenbarger, Kelly McFarland, Martin Black, Mark Hayes, celebrated the installation of the new state-of-the-art GE Discovery 630 nuclear medicine camera.

Photo 8: Team building and fitness experience at the Audit & Compliance building provided by Soundbarre. Bottom row, from left: Jane Harmon, Melissa Raines, Emily Allen. Top row, from left: Shawna Carter, Ashley Hickman, Holly Oehm, Daphne Whitted, Stephanie Moser, Angela Buff.

Photo 9: From left: Julia Schneider, Julia’s 3-year-old daughter, Olivia, Samantha Queen, from Hope Women’s Cancer Centers, after completing the half marathon and 1 mile fun run sponsored by Inheritance of Hope.

Photo 10: Mission Children’s Hospital nurses. Bottom row, from left: Pamela Wilken, Lisa Cody, Lesley Bruce. Top row, from left: Sherri Lyda, Amber Hyman, Katrina Buckner, Nona Bugbee.
SEND YOUR PHOTOS AND A BRIEF DESCRIPTION WITH THE NAMES AND POSITIONS OF ALL TEAM MEMBERS PICTURED TO OURMISSION@MSJ.ORG.
Find your path at Mission Health

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(828) 213-4488  |  careerexplorationcenter@msj.org  |  Monday - Friday  |  8:30 am - 5:00 pm
Seen On WooHoo!

Whether congratulating a colleague on a noteworthy accomplishment or appreciating a small act of kindness, our WooHoo! recognition program showcases the unique talents, everyday miracles and exemplary teams that make Mission Health a Great Place to Work and Practice. Check out a few recent ones seen on the newsfeed:

Going the Extra Mile | Just being you and helping EMS get in and out of the ER as fast as possible.

sent to Fonda Bravo, Blue Ridge Regional Hospital Emergency Department  from Marvin McCoy, Blue Ridge Regional Hospital Emergency Department

Our BIG(GER) Aim | Thank you for catching our scheduling issue after I submitted a change request. I appreciate you looking out for our patients and us!

sent to Casey Lance, Transylvania Regional Hospital Patient Access from Deanna Holcombe, Transylvania Regional Hospital Radiology

icare | Thank you, Lori, for providing extremely helpful communication regarding a patient this morning. Your thoughtfulness, excellent patient care and advocacy are greatly appreciated

sent to Lori Wooten, Mission Hospital RN from Ann Lee Maude-Simpson, Mission Hospital Speech-Language Pathologist

Dogwood Deals

Summer’s a time for having fun, and opportunities abound in western NC, so check out Dogwood Deals, your guide to Mission Health employee discounts. Find us at MissionAndMe.com/dogwood-deals.

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.

Maybe you’re planning a stay-cation this year, or maybe those long-lost friends and relatives think summer is a great time to visit you! Either way, Dogwood Deals offers well-known and off-the-beaten path adventures to entertain all ages and interests. Find all these and more at MissionAndMe.com/dogwood-deals.

Asheville Hot Air Balloons

Candler

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10% discount Mission staff and immediate family only (up to 5 people)

Launch Trampoline Park

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10% off to Mission Health team members and immediate family

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Western NC resident discount of 15% applicable Sunday through Thursday Group discounts available

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Asheville

Biltmore.com/mhesps

(866) 851-4661

(Identify yourself as a Mission Health team member) Or purchase discounted admission at the Memorial, St. Joseph and Cancer Center Bean Shops