

me

MISSION EDUCATION

JANUARY - JUNE 2012

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Professional
Development

Clinical
Development

Health &
Wellness

In This Issue

Articles

- A Word from Taylor Foss 3
- Lighten Up 4 Life 4
- The Winds of Change: The New LMS 4
- Toastmasters on a Mission 5

Professional Development

- Learning Resouces 6
- Professional Development Classes 7

Clinical Development

- Nursing Practice, Education and Research 14
- Clinical Development Classes 18

Health and Wellness

- Integrative Healthcare 20
- My Healthy Life 21

On the Cover

Frank Castelblanco

Race Coordinator
Director Cardiac Emergencies

"I am in the fortunate circumstance to be both student and a teacher. Through Mission's LEAP program, I am currently enrolled in a doctoral program in Nursing at Gardner-Webb University and I teach nurses and paramedics about heart attack and cardiac arrest care in the WNC region. My education has enabled me to be in a job/position to help improve heart care for WNC residents through educating/teaching regional healthcare providers. Education can improve your life as well as the lives of those around you."

A Word from Taylor Foss

I have just completed my first month at Mission Health, and I have been struck by the number of wonderful learning opportunities for all of our Mission family members. I am a firm believer in lifelong learning, and I know for a fact that only through our commitment to learning, innovation and growth will we achieve our Big(GER) Aim.

I also believe that we all need to be open to new possibilities and suspend judgment as we embrace opportunities to learn. It isn't always easy, but giving up our need to be "right" as we try new things will free us up to new options that will benefit our patients and their families. Learning how to better communicate with one another, how to fully collaborate with our colleagues, how to relentlessly improve processes will enhance the patient experience. It will set

us apart from others as not only the best place to come for care, but also the best place to work.

It is a privilege to be part of the Mission Health family and I look forward to meeting each of you and joining you as we continue this journey to create a healthier community.

Taylor Foss

*Senior Vice President, Human Resources
Mission Health*



IACET Authorization Awarded to Mission

Mission's Learning Resources/Organizational Development function, a division of Human Resources, recently received notification in October 2011 that they were approved as an IACET (International Association for Continuing Education and Training) Authorized Provider. IACET is the premier standards-setting organization for continuing education and training. The authorization process included a year-long journey that included the submission of an extensive

application, a review by an IACET site visitor, and successfully demonstrated adherence to the ANSI/IACET 1-2007 Standard addressing the design, development, administration, and evaluation of our training programs.

As an Authorized Provider, Mission demonstrated adherence to IACET's internationally recognized continuing education and training standards and therefore may award Continuing Education Units

(CEUs) for their course offerings. This not only ensures higher quality in courses offered to all Mission staff, but will allow us to provide you, our Mission caregivers, enhanced resources in your professional development.

Extended congratulations and recognition given to Laura Ornduff (Educator, Human Resources) who served as the IACET project leader.

MISSION HEALTH'S Lighten Up **4** Life

Lighten Up 4 Life is a FREE team-based community weight-loss challenge from Mission Health.

LightenUp4Life.com provides you with the online resources to help you to be successful; recipes, healthy eating advice, free exercise videos and tips as well as a list of local running/walking events.

Find three family members, friends or co-workers, come up with a "fun" team name and register at LightenUp4Life.com.

Team Up. Sign Up. Lose Weight & Win Prizes!

The Winds of Change: The New Learning Management System

Mission Health solicited proposals from Learning Management System (LMS) providers for a robust healthcare-based learning platform to provide a software application that is able to: automate and centralize the administration, tracking, and reporting of training events; utilize self-service and self-guided services; assemble and deliver learning content rapidly; consolidate training initiatives on a scalable web-based platform; support portability and standards, and personalize content and enable knowledge reuse. We are excited to announce that eHealthcareIT (EHIT) has been selected as Mission's new LMS. This system will replace our current LMS, Web-in-Service.

A cross-functional team of clinical and non-clinical educators and administrators served on the selection committee, which included a RFP, on-site demos, feedback from end-users, and reference process.

Please be on the lookout for more information regarding this exciting change, including training for users. We anticipate implementation to begin around early to mid April 2012.

Toastmasters at Mission

Are you looking to build your confidence, grow as a leader, and improve your communication and public speaking skills? Toastmasters can help! Toastmasters teaches communication and leadership skills through a network of meeting locations. With more than 260,000 members in over 12,500 clubs in 113 countries, Toastmasters has played a significant role in developing young adults. Mission Health System has an established Toastmasters club, Toastmasters on a Mission, and we encourage you to visit and learn more about the benefits it can provide for you.

Our Meetings:

Toastmasters on a Mission meets every Wednesday, from 12 Noon to 1:00 pm, at the Mission Healthcare Foundation Boardroom, 980 Hendersonville Road. Visit our website, www.toastmastersonamission.com for more information or to contact us.

Testimonials:

"I have considered joining Toastmasters for some time and the convenience of having it during lunch so close to my job was just too good to pass up. I wanted to improve my speaking and presentation skills but have found the added benefit of making new friends and learning about places, people and things I would not be exposed to in any other group. It is a great combination of learning and leading for any professional." *Beverly Robinson, Medicare Billing Compliance Specialist*



"Participation in Toastmasters on a Mission has challenged me to become a better communicator and a better leader. The difference between the club experience and an educational course is that it's learning through doing. Everyone gets to communicate and lead in a dynamic, non-judgmental and fun environment." *Cathi Durham, Sr. Planning Analyst, Planning and Business Support*



Learning Resources

As part of Human Resources, Learning Resources (LR) is dedicated to helping you grow as a professional at Mission Health. LR is located at 5 Frederick Street, 2nd floor in the Human Resources building.

OUR VISION

To continuously develop Mission Health talent to actualize their potential in an ever-changing, innovative and diverse healthcare environment.

OUR MISSION

To provide an environment that enables and enhances lifelong continuous development through career, professional and workforce development.



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Career Planning & Development

Learning Resources offers Career Planning services for employees interested in their professional development. We can help with:

- Learning about your individual style or preferences, which helps identify your strengths and areas to develop using Myers-Briggs®, Real Colors®, Strengths Finder® 2.0 and other assessment tools
- Identifying your interests, talents and aptitudes
- Offering career consultations - charting your career path in healthcare
- Guiding you through Mission's Education Assistance Programs
- Identifying free Professional Development classes taught at Mission

Education Assistance

Education Assistance application found on MOD or www.missionhospitals.org/ea

Professional Development Computer Education

Access 2007: Beginners

Class for those who have never used Microsoft Access before. Will cover database concepts, tables, forms, queries & reports. Ideal for those working with an Access database that is already set up. Taught by Data Solutions Plus.

Access 2007: Intermediate

Focus on designing and working in a database that contains more than one table. Learn principles for proper database design, create relationships between tables, and design multi-table queries. Cover the basics of creating drop-down ("lookup") lists that link two tables together. Discover more advanced query concepts such as parameter queries, concatenated fields and calculations. Prerequisite: Basic knowledge of Access 2007. Taught by Data Solutions Plus.

Access 2007: Forms and Reports

Create user-friendly data-entry forms and professional-looking reports with Access. Learn formatting techniques. Add logos and calculations to forms. Create buttons that open other forms, print reports and perform other automated tasks (macros). Group, total and sort data in reports. Prerequisite: Basic knowledge of Access 2007. Taught by Data Solutions Plus.

Access 2007: Advanced

Explore more database design tools. Learn to use field properties to require data entry, create custom date formats, and define input masks. Understand how to create and modify drop-down ("lookup") lists. Work with importing, exporting and linking data between Excel and Access. Discover advanced query techniques such as calculating totals and averages, finding unique values and using action queries to automatically update, delete or append data. Prerequisite: Basic knowledge of Access 2007. Taught by Data Solutions Plus.

Computers: Basic Introduction

Learn basic computer skills, depending on participant skill level. Includes: Mouse clicking, browsing the Internet, your 'My Documents', Mission email basics. Goal is to give staff a safe place to learn more about using computers.

Computers: Intermediate Introduction to Mission Computers

This class builds on the 'Basic' class by using more advanced techniques by practicing real-time use of Outlook Web Access (Mission Email), using Lawson and WebIn-service. Goal is to give staff a safe place to learn more about using computers.

PowerPoint 2007 Fundamentals

Participants will practice using various layouts, text formats and slides; work with templates and images; and compare different views & printing options.

PowerPoint 2007: Off the Grid

Participants will construct slides using shapes, effects and layering as well as animations to highlight your point. Class will learn the fundamentals of SmartArt as well as discuss its possibilities.

Outlook 2007 Fundamentals

Review of Outlook 2007. Learn time saving tricks and new ways to utilize email. Basic calendaring is included.

Excel 2007: Beginner

An introduction to Excel and its capabilities, along with an introduction to the new Excel '07 interface. Review the Excel 2007 Program Screen, Ribbon and Office button and learn basic Excel concepts, including navigating through the software, toolbars, formatting, data entry, data editing, basic functions and formulas, charts and graphics. Gain an understanding of Excel to create and edit basic spreadsheets and charts. Taught by Task Mania.

Excel 2007: Intermediate

An intermediate class focusing on improving efficiency with more advanced Excel features. Go beyond the basics and learn how to manage workbooks, modify and work with charts, discuss intermediate level logical and financial functions, create and use range names, fix formula errors, use the find/replace feature, validate, sort, and filter data tables. Gain a better understanding of Excel features that will improve efficiency and manage data. Taught by Task Mania.

Excel 2007: Advanced

Learn advanced topics including interweaving Excel and other Office programs (such as inserting an Excel worksheet into a Word document) and maintaining data links between the documents or between multiple Excel workbooks. Use advanced functions, perform What-If analysis and develop Pivot Tables and Pivot Charts. Learn to create Excel macros. Gain an understanding of how to automate repetitive tasks and increase productivity. Prerequisite: Basic knowledge of Excel 2007. Taught by Task Mania.

Word 2007: Introduction

This class is designed to be a user-friendly and hands on exploration of the new 'Ribbon'. The goal is to listen to what you need help with, as well as identify time-saving tricks of the trade. For more advance training, look for additional Word classes, as well as Word 2007 E-learning in WebInservice.

Word 2007: Working Collaboratively and Performing Mail Merges

An intermediate class focusing on collaborating with others through document sharing and using mail merge. Learn to track revisions, create and use building blocks, attach comments, combine, and password protect documents. Explore advanced topics like collaborating using Excel or PowerPoint, converting documents, performing mail merges, working with labels, and using IF...THEN...ELSE fields. Acquire an understanding of how to use Word in a group environment. Prerequisite: Basic knowledge of Word 2007. Taught by Task Mania.

SiteMaker for Websites

SiteMaker is the software that edits Mission websites. Learn how to create and maintain your department's own web pages through a Word-like interface. The concept is to give departments the ability and responsibility to manage their own web pages. Discussions on how to use your site more effectively. Solid computer and word processing knowledge required. Must be appointed by your department Manager or Director.

SiteMaker: Policies & Procedures

Learn how to upload and manage Policies & Procedures on MOD. Solid computer and word processing knowledge required. Must be appointed by your department manager or director.

SiteMaker Refresher

A one hour 'refresher' to help any SiteMaker users polish up their department website, use the Document Library, Email Forms or SurveyMaker. Each class will vary, depending on the needs of attendees.

SiteMaker User Conference

Discussion forum to update users and address common issues, etc. For SiteMaker users, chance to interact with the 'webmasters', learn new tricks, and ask questions. We recommend SiteMaker users attend at least one conference a year.

Professional Development General Education

Breaking Behavior Patterns

Learn to identify self-defeating behaviors. Develop flexibility in responding to the behavioral style of others. Explore the foundations that will help build a collaborative relationship with your peers and supervisors.

Building a Resume

Learn to recognize the components of a professional resume, tailor your resume to the position seeking, and create a cover letter.

Educator Core-Concepts

Concepts relating to education to include planning, teaching and facilitating classes, alternative teaching methods and other related topics.

Effective Presentation Skills

Focusing on the fundamentals of public speaking and adult education, this class will help you organize your presentations more clearly, improve your presentation materials, feel less nervous and appear more comfortable.

Contact Laura Ornduff (213-4226)

Facilitation Skills

Recognize the difference between presenting and facilitating. Discuss the responsibility of the facilitator in meeting and classroom settings. Recognize different learning styles and discuss options to enhance the participant's experience.

Healthcare Systems Thinking Game

This is classic simulation tool for gaining powerful insight in an engaging group experience. It's a board game played at one or more tables of four players and led by a facilitator. The game teaches people to: consider the effects of their decisions on the larger system, to collaborate with an openness to redesign, and to develop sound data on which to base decisions. The game simulates the challenge of managing a hospital during a typical 24-hour period. Players perform distinct functions, but they come to realize that they also depend on each other. The game play (2 hours) is followed by an interactive debriefing (1 hour or more). The key "take-aways" from the experience will be: Systems Thinking: managing interdependence, complexity, delay; Collaboration: shared accountability, coordinated action across functions; Innovation: working with mental models, openness to redesign; Use of Data: system performance data, measurement; and Structural Thinking: designing for performance. Led by Learning Resources.

Integrating Volunteers and Staff

In this class you will learn how to utilize volunteers to best serve your customers and to add value to your department. Gain an understanding of how volunteers are screened, oriented and assigned to your department and your responsibilities of incorporating them into your work team. Dispel myths about volunteers. Learn five methods for integrating volunteers into your department.

Leading Successful Councils & Teams

Communication through councils & teams; establishing ground rules; leading a meeting & follow-through in a shared decision making environment

REQUIRED! Communication in Healthcare

Through improved communication we will be better equipped to obtain accurate information in an efficient way and to connect meaningfully with our patients. These same skills enhance our physician-allied health staff, allied health-allied health staff, and physician-physician relationships, leading to a culture which fosters teamwork, safety, and innovation. The majority of adverse events with harm in United States hospitals, including Mission Hospital, center around communication issues. Led by Mission Health System Physician and Department Leaders.

Real Colors® - Introduction

This is the introductory session for Real Colors. The Real Colors® Personality Instrument is presented in a fast, fun, interactive format where participants can learn how to quickly identify their own temperament or "color" and that of others. Using this powerful knowledge, they can develop more effective communication skills and build better relationships, in and out of the workplace.

Real Colors® & Change

PreRequisite: Real Colors Workshop. Change is inevitable in all areas of life, and yet it is the one thing that many individuals will resist the most! Without change, the environment grows stagnant. Without change, there can be no growth, either professionally or personally. The Real Colors® & Change workshop is fast paced, fun and activity-driven. It enlightens people on the importance of seeing the "big picture", and teaches them the skills for successfully surviving and adapting to the constant change in their professional lives.

Real Colors® & Conflict

PreRequisite: Real Colors Workshop. There are issues & conflicts that affect everyone. You often experience issues with family, friends and co-workers that you must address on a daily basis. This workshop will assist you in developing skills in identifying issues, the cause of the issue and a strategy in resolving the issue using Real Colors® to produce a positive outcome. This training will help you identify those actions of others that can cause you frustration. It will allow you to develop a new and different set of skills to assist in identifying issues that can cause distress in others. Using Real Colors®, each participant will develop an understanding that will assist them in successfully solving real issue and conflicts in real life.

Real Colors® for Teams

PreRequisite: Real Colors Workshop. This workshop is designed to successfully and strategically allow you to use Real Colors® concepts when selecting and building workplace teams. With the addition of this knowledge, your ability to communicate and understand the strengths and perspectives of individuals with colors different from yours will improve significantly. The training will help you recognize the importance of having all four colors represented in a team to enhance team production and to secure a balanced approach to accomplishing the team's goals and project outcomes. All of the four colors bring a special perspective to a team and its success.

Spanish for the Clinician Series (6 classes)

6-class intensive course facilitates the learning of basic Spanish skills needed by healthcare professionals for assessment of and basic medical intervention with their Spanish-speaking clients. Cultural competence, vocabulary, grammar and situations pertinent to healthcare professionals are covered in this series. Note: Must attend all 6 classes for full credit. 1 CEUs; Contact Hours provided through MAHEC. Objectives: Upon completion the participant will be able to: Introduce themselves to patients; Gather general information needed for assessment and medical history forms; Obtain the chief complaint from the patient; Conduct work-ups and procedures using the basic medical vocabulary and phrases learned; Give prescription and basic discharge instructions; Schedule follow-up appointments; Discuss cultural differences impacting communication.

Intermediate Spanish for the Clinician Series (6 classes)

Facilitates learning and advancement of basic Spanish skills needed by clinicians. Intended for those who have completed Level 1 Spanish for Clinician or have a basic command of Spanish grammar and communication. Cultural competence, vocabulary, grammar and situations pertinent to clinicians are covered. Workbook, text and DVD provided, if needed, at no charge. Note: Must attend all 6 classes for full credit.

Spanish for the Non-Clinician Series (5 classes)

Spanish classes geared for conversational Spanish for the non-clinician to use with Spanish-speaking colleagues or Spanish-speaking patients. Cultural competence, vocabulary, grammar and situations pertinent to the participants' job descriptions will be covered in this series. Note: Participants should plan to attend all five classes for full credit.

Toastmasters at Mission Meeting Weekly

Mission-affiliated Toastmasters club active meets every Wednesday. Come join us for a meeting. Everyone, including non-Mission employees, is welcome to come and see what we're all about... no obligation. If you are required to speak in front of others or you just want to be a better communicator, this is a safe and fun way to improve your confidence and your public-speaking skills.



Professional Development Leadership Education

Anatomy of a Communicator

You will be introduced to the significant roles that the following body parts play in our communication skills; the brain, ears, mouth, heart, body, and funny bone. Communication is the conduit through which all meaningful relationships thrive. This session will help you identify strategic communication plans for enhancing work relationships and advancing your goals each and every day. Led by Chip Madera.

Mission Leadership Academy: CORE (3 DAYS)

The goal of the Academy is to establish a base level of leadership competency throughout the organization. All supervisors, managers, and directors will complete a three day "core curriculum" through didactic, experiential, and multimedia learning methodologies devoted to three facets of leadership:

- Understanding what is expected of them as Mission leaders.
- Developing leadership competencies identified as high priority.
- Ensuring competency with functional leadership responsibilities.

Facilitated by Mission Executive Leaders, outside consultants, and HR Leadership; all three sessions must be completed to receive credit for the course.

Behavioral Interviewing: A Strategy for Quality and Retention

Behavioral-based interviewing is based on the principle that past behavior is the best predictor of future behavior. By focusing on candidates' previous work experience you get a better understanding of how they will perform in the future. You will uncover how behavioral interviewing reduces potential bias or discrimination, lowers attrition, increases return on investment, and makes your recruitment process legally defensible. Led by Lori Halula, Manager Recruitment & Retention and Rachel Bemis, HR Manager - MMA.

Announcing Phase II of the Mission Leadership Academy!

We are excited to kick-off "Phase II" of the Mission Leadership Academy for all current Supervisors, Managers, and Directors. We invite you to take advantage of additional leadership development offerings to support you in your role in *Leading the Organization, Leading the Function, Leading Yourself, and Leading Others*. Our focus for the upcoming year: Quality, Innovation, and the "Big(ger) Aim".

All Supervisors, Managers, and Directors will be asked to complete a total of 20 hours of required and elective curriculum by the end of FY12:

8 HOURS OF REQUIRED CURRICULUM
"Quality Essentials" (4 hours)

"Communication in Healthcare" (4 hours)

12 HOURS OF ELECTIVE CURRICULUM
Choose from any course included in the listing below

Classes are coordinated by Mission's Learning Resources Department, part of Human Resources. Register for classes in WebInservice

Questions? Contact: Anne McClintic, Manager LR/OD @ 213-4105 or anne.mcclintic@msj.org

Coaching Employees to Higher Performance

Organizations today are under tremendous pressure to become more effective and perform at the highest levels ever. If an organization desires to progress in an extremely competitive environment, leaders will need to devote more energy and resources to create teams and build positive communications with committed employees. Managers will need to transform into leaders and coaches instead of supervisors, controllers, and authorities. Coaching employees is the key to influencing, motivating, and acknowledging that people are truly Mission's #1 asset. This change in management style and type of interaction with people can have a great

influence on productivity, excellence, quality, service and competitive spirit. The investment in this fun, strategy packed learning experience is an investment that is just as important as capital technology or marketing strategies and will return a benefit to the organization as employees increase productivity, quality and experience exhilarating team cohesion. Led by Chip Madera.

REQUIRED! Communication in Healthcare

Through improved communication we will be better equipped to obtain accurate information in an efficient way and to connect meaningfully with our patients. These same skills enhance our physician-allied health staff, allied health-allied health staff, and physician-physician relationships, leading to a culture which fosters teamwork, safety, and innovation. The majority of adverse events with harm in United States hospitals, including Mission Hospital, center around communication issues. Led by Mission Health System Physician and Department Leaders.

Competency Workshop

A combination introduction and "working" session for creating competencies for your team. Available in both Clinical and Non-Clinical formats -- Non-clinical sessions will be facilitated by HR staff who are familiar with TJC and CMS requirements. Clinical sessions will be facilitated by HR and a member of NPER. Learn the importance of competency check sheets in relation to fulfilling Joint Commission and other regulatory agency requirements. Leaders and Educators are welcome. A good refresher or introduction to different types of competency, when competency should be evaluated, and how to develop and standardize competency for employee roles. Come prepared with an example role for which you would like to develop competencies. Some helpful documents to bring include: the role description, any existing orientation check sheets, and some training materials for the role.

Dealing with Conflict & Difficult People

The skill of giving and receiving critical feedback is paramount in developing trust throughout the group. On nearly every performance measure, high performing teams are good at sharing feedback. It's not personal. Staying calm and deeply intentional in the face of strong words and emotion is the truest indicator of your leadership. How you respond to feedback determines the outcomes of group work. This program that focuses on the skill of constructive discontent: the ability to remain comfortably uncomfortable in conflict. Increasing your ability to give and receive critical feedback in a positive and healthy manner is essential to positive, accountable leadership. Led by MindSpring Consulting.

EAN as a Resource for Leaders

This workshop offers the basics for new and experienced managers in how the Employee Assistance Program can be a useful management tool. The workshop covers resources provided by EAN, how to identify performance issues, how to address issues, and how to make a management referral to EAN to help a troubled employee. The workshop also addresses dealing with substance abuse issues in the workplace and how to maintain a drug free workplace. Led by EAN.

Getting Them Through the Wilder- ness: Leading Through Change

Managing during times of unprecedented change is one of the most difficult tasks a leader faces. In adapting to new realities, people need a guide to chart a course through chaos. A leader's role in leading through workplace change can be difficult; managed poorly, the result can be disastrous to the morale and stability of the staff. Directed at Supervisors, Managers, and Directors, this course will explore the process of transitions, and provide practical, step-by-step strategies for minimizing the disruptions caused by workplace change. Led by Anne McClintic, Manager Learning Resources & Organizational Development.

Having Difficult Conversations with Staff

This is a popular 'how to' class directed at managers and supervisors on how to have crucial and difficult conversations with employees to address behavioral issues. The class will review barriers in terms on what holds the participant back from engaging in direct conversation. The steps to get on the correct track to have crucial conversations in a caring manner. Several cases will be discussed and each participant will be given time to practice and develop a style that works for them. Led by George Karl, Director - Service Excellence.

Healthcare Systems Thinking Game

This is classic simulation tool for gaining powerful insight in an engaging group experience. It's a board game played at one or more tables of four players and led by a facilitator. The game teaches people to: consider the effects of their decisions on the larger system, to collaborate with an openness to redesign, and to develop sound data on which to base decisions. The game simulates the challenge of managing a hospital during a typical 24-hour period. Players perform distinct functions, but they come to realize that they also depend on each other. The game play (2 hours) is followed by an interactive debriefing (1 hour or more). The key "take-aways" from the experience will be: Systems Thinking: managing interdependence, complexity, delay; Collaboration: shared accountability, coordinated action across functions; Innovation: working with mental models, openness to redesign; Use of Data: system performance data, measurement; and Structural Thinking: designing for performance. Led by Learning Resources.

Interested in Healthcare Systems Thinking Game for your department? Contact Learning Resources!

Individual and Group Dynamics: Building Effective Teams

Because you can't know where your team needs to go next unless you know where you are now, our program starts with assessing the strengths, weaknesses, and needs of individual members. Using a style delineator, participants will examine and refine their understanding of the

dynamics related to successful teams, develop appreciation for differences, and understand how to nurture those differences into a productive force. Led by MindSpring Consulting.

The Innovative Leader: How to Inspire Your Team and Drive Culture Change

This workshop offers you a language and a framework that will build understanding of how "innovation happens" and move your organization toward a more innovation-focused mindset. Focus on the course will be to develop key innovation competencies among individual performers, groups, or teams, and throughout your organization. Innovation Training will help you create an environment that fosters an organization that "thinks" and acts with more creativity, collaborates more effectively, and implements new ideas more rigorously. Led by Sheila Meadows, Director Human Resources and Anne McClintic, Manager, Learning Resources & Organizational Development.

Integrity:

The Foundation of Leadership

MindSpring's Integrity program can help you start creating an environment that nourishes Mission's corporate consciousness and integrity on your teams and throughout our organization. MindSpring's Integrity program explores different stages of integrity and the natural results of each stage, including clear descriptions and identifiable characteristics of each stage. It also provides suggestions and strategies for moving up the ladder into higher levels of responsibility, performance and organizational innovation. Benefits include: A clearly defined plan to increase integrity throughout the organization; Leaders who are true to themselves and align their conscience with always doing the next right thing; Increased motivation and organizational commitment; Performance improvement in all operational levels; Increase your intentionality; Learn a concrete and practical model of integrity; Identification of predictable integrity outcomes; Respecting diversity and differences. Led by MindSpring Consulting.

FOR NEW LEADERS! Leadership Coaching for New Leaders

If you are new to a leadership role at Mission in 2011 (newly promoted or hired externally on or after 1/1/11), we invite you to participate in a 6-month leadership coaching program facilitated by Chris Hyland with the Berkana Consulting Group. All coaching participants will participate in a 3-4 hour overview session, and then receive monthly coaching for a period of 6 months (a total of six sessions). Focus on the coaching includes setting leadership goals, utilization of 360-degree assessment to understand leadership strengths, and creating a Personal Development Plan.

Register by contacting Amanda Johannesson, Learning Resources Coordinator @ 213-4488.

FOR NEW LEADERS! Leadership Nuts and Bolts

Designed specifically for “new” leaders ONLY (those promoted into our hired into a Supervisor, Manager, or Director position at Mission), this is a one-on-one consultative session with your Human Resources Representative to learn the basics of your responsibilities in a leadership capacity. This presentation can also be customized for a group setting. Register by contacting the HR Representative assigned to your Service Line (call 213-5600 to be connected to your HR Representative)

Leading Employees to Embrace Change

One of the things that is constant in today’s healthcare world is change! Successful hospitals and healthcare entities not only learn how to flex and adapt but to embrace change as a welcomed friend. Participants will explore how to assess employee readiness for change, the three reasons why people change, the perpetual cycle of change, and motivational techniques for moving people through changing times. Leaders will be inspired to press on toward the future with confidence and courage as they discover strategies for fostering change, overcoming objections to it and leading with confidence. Led by Chip Madera.

Managing the Three Imperatives: Yourself, Your Network, and Your Team

Based on the book “Being the Boss: The 3 Imperatives for Becoming a Great Leader” by Linda A. Hill and Kent Lineback, becoming an effective leader is a painful, difficult journey. It’s trial and error, endless effort, and slowly acquired personal insight. Many leaders never complete the journey. At best, they just learn to get by. At worst, they become terrible bosses. This course will examine how to avoid that fate, by mastering three imperatives: (1) Manage yourself: Learn that management isn’t about getting things done yourself. It’s about accomplishing things through others, (2) Manage a network: Understand how power and influence work in your organization and build a network of mutually beneficial relationships to navigate your company’s complex political environment, and (3) Manage a team: Forge a high-performing “we” out of all the “I”s who report to you. Led by Sheila Meadows, Director of Human Resources, and Anne McClintic, Manager, Learning Resources & Organizational Development.

Position Manager - Hiring Manager Training

This one hour course, offered monthly, will review the functionality of Position Manager for the hiring manager and how to partner with HR to fill vacancies with the most qualified candidates and by appropriately documenting the hiring process. Throughout the course, participants will learn how to create a new requisition for an open position, the importance of prequalification and ranking questions in selecting the most qualified candidates, how to compare applicants to find the most qualified person for the position, and the importance of documenting hiring manager actions and feedback on candidates. Facilitated by Lori Halula, Manager of Recruitment and Retention as well as the Employment Team.

Quality Essentials

Define quality improvement, why it is needed and how it is effectively applied in health care. The course will provide participants with exposure to fundamental quality improvement tools and techniques for data collection, data analysis and waste reduction, within a structured quality improvement framework (DMAIC). Led by Mission Health System Leaders.

Real Colors® for Leaders

This workshop is designed to successfully and strategically allow you to use Real Colors® concepts any time you find yourself in a leadership role. With the addition of the knowledge, your ability to communicate and understand the strengths and perspectives of individuals with colors different from your own will improve significantly. The training will help you recognize each color’s leadership strengths, and assist you in developing a plan to successfully lead each color. Each color brings a special perspective to the forefront. An effective leader can successfully communicate with, motivate, respect, influence, and understand the unique perspective of each color. The strength of a great leader is not in dictating the process of creating success, but rather in allowing each color to use the process in their own way to create success. Interactive discussions may include one or all of the following: Practice identifying the traits and strengths of each color.; Are leaders born, or made?; Leadership vs. Management ; How the colors lead; Your leadership plan; Leadership during crisis; Leadership values and behaviors. Led by one of our nationally certified Real Colors® facilitators. PREREQUISITE: Must have completed the Real Colors® assessment, or Real Colors®-Introduction

NEW! StrengthsFinder for Leaders

Based on the StrengthsFinder™ 2.0 assessment, authors Tom Rath and Barry Conchie identify three keys to being an effective leader and use first-hand accounts from highly successful leaders to show how each person’s unique talents can drive their success. A new version of Gallup’s popular StrengthsFinder assessment helps readers discover their own special gifts, and specific strategies show them how to lead with their top five talents. Loaded with novel research, inspiring stories, and actionable ideas, Strengths-Based Leadership offers a new roadmap for leading people toward a better future. Key findings from Strengths Based Leadership: 1) The most effective leaders are always investing in strengths, 2) The most effective leaders surround themselves with the right people and then maximize their team, and 3) The most effective leaders understand their followers’ needs. Led by Anne McClintic, Manager Learning Resources & Organizational Development.

Strengths-Based Leadership

Based on the StrengthsFinder™ 2.0 assessment, authors Tom Rath and Barry Conchie identify three keys to being an effective leader and use first-hand accounts from highly successful leaders to show how each person’s unique talents can drive their success. A new version of Gallup’s popular StrengthsFinder assessment helps readers discover their own special gifts, and specific strategies show them how to lead with their top five talents. Loaded with novel research, inspiring stories, and actionable ideas, Strengths-Based Leadership offers a new roadmap for leading people toward a better future. Key findings from Strengths Based Leadership: 1) The most effective leaders are always investing in strengths, 2) The most effective leaders surround themselves with the right people and then maximize their team, and 3) The most effective leaders understand their followers’ needs. Led by Anne McClintic, Manager Learning Resources & Organizational Development.

Professional Development Clinical Leadership Education

Clinical Ladder Overview for the Nurse Leader

This class provides an overview of the Registered Nurse Clinical Ladder program with a focus on the role of the Director, Nurse Manager, Nurse Unit Supervisor, and Nurse Educator.

Evidence Based Practice at the Bedside

This course discusses the relationship of evidence based practice and quality with examples of evidence based practice initiatives in direct care.

Leading Successful Councils & Teams

This class provides strategies for leading councils in a shared decision making environment.



Nursing Practice, Education, and Research

Mission

Nursing Practice, Education, and Research (NPER) provides Mission Hospital, Mission Health System, and the communities we serve with nursing clinical experts, professional educators, and collaborative leaders who facilitate evidence-based care delivery, life-long learning, and shared decision making.

Vision

Nursing Practice, Education, and Research is a nationally recognized role model for transforming professional nursing practice and creative staff education through

- Embracing lifelong learning
- Engaging in critical thinking using evidence based practice and nursing research
- Promoting family centered, culturally competent, and goal directed care
- Cultivating autonomous, proficient, empowered, and innovative nursing practice.

Who We Are

We are nurse educators, nursing education specialists, clinical nurse specialists, and media and office support staff located at various locations across the Mission campus. Our staff serve on multidisciplinary committees and councils that plan, problem-solve and effect change through evidence-based practice. We facilitate learning through clinical nursing education, leadership, and professional development. We strive to continually meet the learning needs generated by a changing healthcare environment.

Our team is relevant, flexible, and visible in our efforts to model a spirit of recognizing unique talents and needs and working together with nurses and patients to achieve the common goal of excellent patient care.

What We Do

Our team of educators and nurse specialists provides clinical expertise in classroom and clinical settings to facilitate the delivery of safe and effective patient care through:

- Coordinating and providing formal nursing orientation for nurses, health unit coordinators (HUCs), certified nursing assistants (CNAs), and affiliate nursing school faculty
- Coordinating and providing continuing educational opportunities for nursing staff
- Serving as resources for nursing clinical practice and research
- Planning, developing, and providing education to physicians and patient care staff regarding the clinical computer application (Cerner)
- Guiding professional growth and clinical development of nursing staff
- Collaborating locally, regionally, and nationally with other healthcare professionals.

Through expert clinical practice, education design, and world class consultation, NPER provides support for exceptional nursing care delivery that creates positive patient outcomes and a healthier community.

Nursing Professional Practice Model

Nurses at Mission Hospital are guided in care delivery by a Professional Practice Model, which holds the patient and family at the center of all we do.

This model depicted within our hospital logo of the dogwood blossom and cross provides a foundation that describes nursing culture and the delivery and evaluation of nursing care.

Patient and Family Centered Care

Nursing Practice Model

Mission Hospital

"I take care of my patients by..."

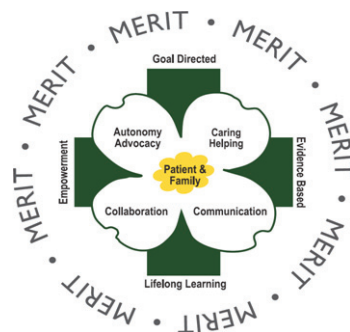
- Autonomy and Advocacy
- Caring and Helping
- Collaboration
- Communication

"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



Shared Decision Making: The Councilor Model

Mission Hospital Nurses participate in a shared governance model that supports nursing's care delivery model and gives nurses a voice in creating and evaluating change.

Unit-based shared decision making councils impact their own respective units and potentially all nursing units by designing, implementing, and revising processes, like self scheduling and flex guidelines, improved hand-off communication, night shift rounding with physicians for staff education and participation in the plan of care, improved work flow by reorganizing equipment and resources, and recognition of achievements.

The major councils address specific issues across the organization, and **the supporting councils** provide assistance to the major councils.

The Nursing Governance Board is the central body comprised of the chairs of the eight major councils, direct care nurses, and other nursing leaders.



Nurses, Join a Council!

Nurses, use your voice to make a difference in your professional practice environment!

Participate in your unit's committees or councils, and join one of the hospital-wide Shared Decision Making Councils, major or supporting.

For any questions, contact Tina Barnes, MSN, RN, NEA-BC, Manager, Professional Nursing Practice. tina.barnes@msj.org 213-1496

Registered Nurse Clinical Ladder Program

Mission's Clinical Ladder Program 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
- Enhance retention and recruitment

"I had confidence in my nursing career and took on the challenge to participate in the Clinical Ladder program. As I worked my way through each step, I learned about evidence based practice, elements of evidence, the clinical exemplar, and updating my resume. I see the journey in my own personal nursing practice and how it touches my patients' lives. Through the Clinical Ladder process, I am more connected to my vision of nursing and my own personal practice as an "Instrument of Healing."

Lou Hipps, BSN, RN, Certified Wellness Coach, Outpatient Heart Path
Clinical Ladder Level 3

Visit the Mission on Demand Clinical Ladder Council webpage for information about the Clinical Ladder Program or contact Cheryl Conway, MSN, RN-BC, Education Specialist II, NPER: Cheryl.Conway@msj.org Office: (828) 213-9922

Nurse Mentor Program

The Nurse Mentor program provides opportunities for Registered Nurse & Licensed Practical Nurse spanning from new graduates, nurses returning to school, and nurses wishing to establish a new professional relationship.

The Nurse Mentor:

- Takes a personal interest in the socialization and well-being of an individual (protégé);
- Assists the protégé in developing the knowledge, skills, and abilities which will guide in achieving professional and personal goals;
- Is a role model, to promote intellectual development of the protégé;
- Is a guide to acquaint the protégé with the culture, values, and customs of the professional Environment;
- Is a resource, to help identify other resources and answer questions; and
- Is committed, with self and time, to the personal development of the protégé.

Contact Cheryl Conway, MSN, RN-BC, Nursing Practice, Education & Research for additional information. Cheryl.Conway@msj.org
Office: (828)213-9922

Nursing Research & 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.

Vallire Hooper, PhD, RN, CPAN, FAAN, Manager of Nursing Research, is an experienced nurse researcher with a focus on clinical practice guideline development and translation to practice. She is enthusiastic about the importance of nursing research and offers support and assistance to all nurses interested in becoming more familiar with conducting research studies or completing evidence-based practice projects.

Mary Ellen Wright, MSN, APRN, CPNP, Nurse Researcher for Women's and Children's Health, is experienced in research fields of women's health, pediatric health, and community health care delivery for families. She has the experience as being a nurse practitioner in women's health and pediatric health, a graduate nursing faculty member, an administrator of nursing programs. She is enthusiastic about mentoring nurses in developing their research skills and disseminating their knowledge to contribute to nursing practice.

The nursing research department is available to assist in the promotion of nursing research efforts by:

- Mentoring nurses in the development of research projects and evidence based projects
- Assisting in the dissemination efforts of nurses conducting research or evidence based practice projects
- Encourage and assist in the publication of nursing research and evidence based practice projects
- Act as members and advisors to the Nursing Research Counsel
- Assist in grant writing to support fundable projects
- Provide collaborative support for multidisciplinary and transdisciplinary studies
- Review quality efforts to generate researchable areas of nursing practice

Contact Information: Vallire Hooper vallire.hooper@msj.org Office: 828-213-0779
Mary Ellen Wright mary.wright@msj.org Office: 828-213-8556

Clinical Nurse Specialists

Clinical Nurse Specialists (CNS) are Master's prepared and Certified nurses who provide clinical expertise to units, patient populations, and service lines. They focus on Collaboration, Research, Ethical Decision Making, Moral Agency and Advocacy, System Leadership, Direct Care, Coaching, and Consulting.

Nurse Educators and Education Specialists

Nurse Educators provide specialized support to clinical nurses at the bedside. These educators are responsible for clinical, unit-based and centralized education and clinical practice support in their specialty practice areas.

Patient Education

Patient education supports all staff in providing high quality, user friendly patient education that addresses all levels of health literacy. Video-on-Demand technology has been implemented as a tool to enhance the patient education plan of care. Video information is available 24 hours a day, whenever the patient and family are able and ready to gather the information they need.

Our interactive platform engages and motivates the learner to meet their need for information, while taking advantage of their readiness to learn and the teachable moment. This helps us achieve the BIG(GER) aim of getting every patient to the desired outcome with an exceptional patient experience.

Contact: Barb Marsh, RN, BSN, MHS, CPAN, Education Specialist II
barb.marsh@msj.org Office 213-1691; Pager 207-2681

Simulation Laboratory

The Regional Simulation Laboratory is home to nine high fidelity simulators, such as SimMan®. It is currently located on the third floor of the Heart Center on the Memorial campus of Mission Hospital (E364-367). Sim Lab is used in a variety of educational offerings throughout Mission Health, as well as in regional hospitals.

For questions or to discuss scheduling, please contact:

Alesia Carpenter, MSN, APRN, RN, BC, CDE; Simulation Laboratory Coordinator
alesia.carpenter@msj.org Office: 213-7325



Nursing staff on Mother/Baby gather around a simulation mannequin during a blitz practice in caring for a mother with postpartum hemorrhage.

Left to right:

Stacy Conkin, RN; Claire Welborn, RN; Rhonda Runnion, LPN-IV; Claire Fifer, RN; Jennie Arey, RN; Alesia Carpenter, MSN, ACNS-BC, RN, Simulation Laboratory Coordinator

Not pictured are Linda Walsh, CNA II, participating as a runner and Melissa Wilson, BSN, RN, CMSRN, Nurse Educator I, conducting the blitz exercise.

Clinical Ladder Program Orientation

This class provides an overview of the Clinical Ladder program for the direct care Registered Nurse.

Evidence Based Practice and the AHEC Digital Library

This course provides an opportunity to learn the latest online search capabilities in a computer learning environment. Contact Cheryl.Conway@msj.org for additional information.

Evidence Based Practice at the Bed-side

This course discusses the relationship of evidence based practice and quality with examples of evidence based practice initiatives in direct care.

Evidence Based Project

This class provides an overview of the steps involved in creating evidence based projects.

Leading Successful Councils & Teams

This class provides strategies for leading councils in a shared decision making environment.

Mentoring Nurse Colleagues

This class is designed to develop and foster communication skills for the RN mentor.

Nursing Compass: Practice Forum

Topics: Scope of Practice; Delegation; Non-Punitive Culture (“Just Culture”). Available at the unit level. Contact Cheryl.Conway@msj.org or 828-213-9922.

Shared Decision Making Unit Based Topics

Available at the unit level. Contact Cheryl.Conway@msj.org or 828-213-9922.

12-Lead ECG

This class provides an overview of 12 Lead ECG interpretation beginning with a brief review of anatomy and basic ECG interpretation. Also included are purpose/ placement of 12 leads, appearance of a normal 12 lead ECG, axis, bundle branch blocks, and 12 lead ECG changes with an MI. The class ends with 12 Lead interpretation practice. This class is appropriate for RNs with at least one year’s nursing experience. Prerequisites for this course include: ECG Monitoring and Acute Coronary Syndromes classes and the 12 Lead WIS module. Prerequisites: ECG Monitoring Class, Acute Coronary Syndromes Class, and 12 Lead WIS Module. All prerequisites must be completed prior to coming to this class.

Advanced Cardiac Assessment

Part 1

This class covers basic cardiac assessment components, critically thinking through chest pain, and simulated case scenarios.

Part II

This class reviews the hemodynamic components of cardiac output and blood pressure, indicators of stroke volume and pulsus paradox, critical thinking through dyspnea/shortness of breath, and provides patient scenarios utilizing simulation technology.

Basic Preceptor-Validator Development

This introductory course provides an overview of the key steps involved in orienting and precepting newly hired nursing staff at various stages of professional development.

CC Pharmacology Discussion

Cardiovascular Care: ACS/HF

Critical Care Simulation

Diabetes Resource Nurse-Core A

Introductory class for Diabetes Resource Nurses. PRIOR APPROVAL OF MANAGER REQUIRED!!! Diabetes Resource Nurses

will serve on your unit in a resource capacity. Utilize the knowledge gained through this session and the follow-up classes to enhance your knowledge of diabetes. Assist your peers to develop strategies on your unit to maintain patients’ glucose level within target ranges. Develop and utilize your relationship with the Inpatient Diabetes Clinician on your unit. Commitment statement must be signed and returned to 445 Biltmore Suite, 204.06 prior to class. Without commitment statement signature, you will not be able to attend DRN class. A project and case studies will be required as part of the commitment to become a DRN and will be due prior to Core Class C. All three core classes are required to complete the requirements. Please sign up for Core B and Core C through webservice.

Diabetes Resource Nurse-Core B

Class is ONLY for nurses who have attended Diabetes Resource Nurse Core A.

Diabetes Resource Nurse-Core C

Only for nurses who have completed Core A and B. Case studies, project presentations, graduation. Proof of completion of projects and case studies are required.

Diabetes Resource Nurse-Annual Update

ECG Part I

This class is a broad overview of basic ECG monitoring including theory, cardiac conduction system and anatomy, use of basic leads and discussion of dysrhythmias. Rhythm interpretation includes sinus, atrial, junctional, ventricular rhythms and AV blocks and includes participant practice at the end of the class. Introduction to use of appropriate drugs and management of dysrhythmias is also discussed. Class is appropriate for staff working in all critical care areas (telemetry and ICU).

ECG Part II

This class utilizes the information presented in ECG Part I. It emphasizes the assessment, and treatment of patients experiencing dysrhythmias.

Geriatric Trained Provider Class 1

This is a two day course for nursing assistants and other non-licensed staff to improve their understanding of, and care provided for, our elderly patients. A fun and interactive class.

Geriatric Trained Provider Class 2

Day 2 of two day course. This program focuses on best practices in caring for elders for nursing assistants.

ICU Day

This course is designed for the ICU nurse and will include invasive hemodynamic monitoring, advanced mechanical ventilation, nursing management of the patient on paralytics, therapeutic hypothermia, and treatment of septic shock.

Management of the Renal Patient

Class covers basic physiologic changes associated with renal failure, nursing management, available treatments, and the use of CAPD.

Mastering the Discharge Process

Class is planned for RNs to be current on importance of the discharge process and teaching patients and families to be successful when leaving the hospital.

Mock Code

An interactive session that examines the roles and responsibilities of staff members during a code blue event. This class is intended for staff working in all clinical areas.

Ostomy Care: Tips & Tricks to Ease Your Frustrations

Pain Mgt/Delirium/Epidural Management

This class will cover pain assessment and pain management, the causes, prevention and treatment of delirium in the hospitalized patient and epidural management to include placement, medication administration, monitoring and documentation practices, and potential complications. Case studies will be utilized.



PALS Initial Class

PALS Recertification

Pediatric Advanced Life Support recertification class

Respiratory Patient Management

Class covers oxygen delivery, acid/base balance, acute respiratory failure, airway management and noninvasive and mechanical ventilation techniques. Class will culminate in case-based, hands-on simulated care.

Safe Patient Management w/Protocols

An interactive learning session that utilizes case studies to guide the review and correct use of select high volume protocols and order sets (Insulin, Potassium/Magnesium, Heparin, Pain Management Neurosurgery and Orthopedics)commonly used in the inpatient setting. This class is appropriate for staff members working in all areas.

Survival Skills for the New Nurse

This class provides strategies to facilitate the transition of new nursing graduates into the clinical setting. An interactive review of communication and prioritization skills, time management, and patient reporting components that are essential in daily practice. This class is intended for new graduate nurses.

Unstable Med/Surg Patient

An intensive review of the events that can lead to the med/surg patient becoming unstable. Presentations for this course will be a blend of lecture, simulation, and computer documentation based on the latest evidenced-based treatments for the prevention and treatments of these events. This class is appropriate for nursing staff working in all medical-surgical areas.

Wound Care I: Intro to Basic Skin & Wound Care Principles

Wound Care II: Etiology & Management of Complex Wounds

Integrative Healthcare

Holistic Resource Nurse (3 Day)

This is a 3 day (8 hours per day) program designed for Registered Nurses at Mission who wish to become a Holistic Resource Nurse (HRN) in their department. This course will prepare you to take the Holistic Nurse certification examination. There is a \$10.00 charge for the workbook. No charge to attend.

Holistic Retreat 2012

2 days/1 night

You will experience and learn.....

- Tools for stress resilience
- Mindfulness and contemplative practices
- Letting go of obstacles that prevent you from living life to the fullest

In an effort to continue the retreats, a minimal fee is necessary. Mission Hospital Employees cost is \$200, payroll deduction available. Non-employees cost is \$250. Payment is required at time of registrations. One week cancellation notice is required. There is a \$50 non-refundable administrative fee.

Healing Touch - Level 1 (2 Day)

2 Day Class - Healing Touch Level 1

CHARGE \$200.00, check or P/R deduction available Level 1 class is designed for the person who wants to enhance wellness in lives of people they care for through the technique of energetic touch. You will learn twelve techniques that you can use immediately to facilitate the healing process. CEU's awarded through the Healing Touch Program. Completion of additional levels can lead to certification.

Healing Touch - Level 2 (2 Day)

2 Day Class - A Healing Touch Level 2

CHARGE \$200.00, check or P/R deduction available Level 2 class is designed for students who have taken Level 1 and want to continue to develop knowledge and continue towards certification. You will learn how to do a full one-hour healing session and how to do initial intake interviews as well as additional techniques to enhance well-being and relaxation.

Healing Touch - Level 3 (Day 3)

Level 3 is for students who desire more in-depth skills in Healing Touch and have successfully completed Level 1 and Level 2. This course includes: development of Higher Sense Perception (HSP), advanced sequencing of healing techniques, working with guidance, self-healing and self-development. 16-18 CE contact hours are offered with this class.

16 contact hours for nurses & massage therapists

Bi-Annual Holistic Resource Nurse Meeting

- Discuss current activities and future plans for Integrative Health Care Department and its impact on the role and functions of HRNs
- Apply holistic nursing principles to challenging case studies

Self-Care

Self-Care Days are one-day single topic seminars offered for hospital staff members at different locales such as NC Arboretum, Lutheridge Retreat Center and Mission Hospital.

Topics for self-care days include:

- Mindfulness Retreats
- Sustainability: Renew/Reuse/Recycle
- Tools for Living an Authentic Life
- Aromatherapy
- Humor
- Reflexology
- Stress Resilience
- Keys to Vibrant Living
- Self-Care in Challenging Times
- New Beginnings: Self-Care for Life
- An Introduction to Chinese Medicine and Acupuncture
- Transition: The Art of Dying

The Integrative Healthcare (IH) Department offers the safe and compassionate integration of complementary therapies with conventional medicine through clinical services, education, research, and community partnerships.

The Mission of IH:

- Reaffirm the importance of relationships in enhancing wellness and healing in a family-centered and culturally-sensitive manner.
- Promote safe, evidence-based practice that integrates effective therapies.
- Collaborate with community resources and practitioners to create an integrated healing network.

The Vision of IH:

To be a nationally recognized center that researches, models, and teaches an evidence-based integration of complementary and conventional therapies. In collaboration with local and regional resources, we will provide a healing environment that fosters the well-being of body, mind, spirit, and community.

Some of the Benefits of IH include:

- Increased staff job satisfaction
- Improved staff stress resilience
- Improvement in patient outcome measures including:
 - ◆ Decreased measured anxiety
 - ◆ Decreased postoperative pain levels
 - ◆ Decreased pain medication requirements
 - ◆ Decreased postoperative nausea and vomiting
 - ◆ Decreased hospital length of stay
 - ◆ Decreased cost of care
 - ◆ Increased patient satisfaction

The IH sponsors a multitude of educational opportunities for Mission staff and the community to receive training, continuing education, advanced certifications and self care.



The word "healthy" means different things to each one of us:

- being well enough to work and enjoy life when you have a chronic condition like asthma or diabetes
- knowing what your "numbers" for heart health should be ...and getting there
- bending over to pick up a grandchild...or training for a 5K
- having energy and zest for life
- staying healthy and injury-free on the job - whether you are employee or an employer
- and sometimes, successfully battling a life-threatening disease.

But many of us don't know how or where to begin to achieve good health...or how to make sense of the information we're bombarded with every day. My Healthy Life has been created for just this reason. We give you the power to achieve your best health through our results-oriented wellness programs.

Health Screenings

Knowing your risk for certain serious diseases and conditions before they occur can make all the difference in helping you prevent them. Mission's My Healthy Life initiative offers a number of health screenings throughout the year. Screenings offered on a regular basis (by appointment) are included here. For complete, up-to-date information on Mission's health screenings, visit missionandme.com

Know Your Numbers Screening

Mission's Know Your Numbers screening measures your:

- Blood pressure
- Body mass index (your weight in relation to your height)

For more information about our Know Your Numbers health screenings, or to schedule an appointment, call 828-213-2222 (option 2).

Calculate Your BMI

Visit missionknowyournumbers.org to use our online BMI calculator.

Bone Density Screening

As part of Mission's bone density screening, you will learn your current bone density, your risk for fractures, and important information about how you can build and maintain bone mass. For more information or to schedule your bone density screening, call 828-213-2222 (option 2).

You should consider this screening if any of the following risk factors apply to you:

- Female past your mid-30s (Ask your doctor at what age you should begin having bone density screenings.)
- Family history of osteoporosis
- Bone fracture sustained as an adult
- Very thin or small body frame
- Thyroid condition
- Low -calcium intake
- Chronic digestive condition or inflammatory bowel disease
- Tobacco use (smoking and smokeless)
- Regular alcohol consumption (two drinks or more a day)
- History of long-term steroid medications
- Sedentary lifestyle

Help for Chronic Medical Conditions

Mission's My Healthy Life initiative offers people with health challenges and chronic conditions a way to live the healthiest life possible. Our programs are available through many Western North Carolina employers, or you can join on your own.

Diabetes Management Program

Whether you're dealing with type I, type II or gestational diabetes, the Diabetes Management Program offers hands-on patient education and support. Our program has been awarded continued recognition from the American Diabetes Association for meeting national standards for diabetes self-management education.

Our services and resources include:

- Diabetes self-care course
- Individual consultation that focuses on a particular area of self-care, such as exercise or foot care
- Gestational diabetes course for women who have diabetes during pregnancy
- Insulin pump course for individuals beginning insulin pump therapy
- Support groups for adults and children
- Health screenings at locations in the community or at Mission
- Pediatric program for children with diabetes and their families
- Illustrated cookbook for healthy eating
- Community outreach, including health fairs, community and civic group presentations, and special events, such as cooking demonstrations

You must obtain a physician referral before participating in Mission’s Diabetes Management Program. Once you have a referral, call 828-213-2222 (option 2) to sign up.

High Blood Pressure and High Cholesterol Management

Getting your blood pressure and cholesterol to safe, consistent levels can greatly improve your health and reduce your risk for serious problems, including heart attack and stroke. While it may not be easy, you don’t have to do it alone. Our program can help you lower your blood pressure and cholesterol through individual and group consultations that focus on:

- Nutrition
- Stress management
- General care
- Exercise
- Medications

Based on an initial assessment, we will help you set specific goals through three educational classes that meet once per week for two hours. The goal of this program is to help you get your numbers to the healthiest levels possible so that you can feel better, reduce your medications, and possibly even live medication-free.

For more information or to make an appointment, call 828-213-2222 (option 2).

Asthma Management

Mission offers a comprehensive education program to help people deal with all aspects of asthma management. We can help you better understand and live with your asthma, be confident and proactive in self-managing it, and have the best quality of life possible. As part of the program, you will meet with a nationally certified asthma educator for an initial assessment, including a lung function test (spirometry).

We will then help you design an individual action plan, during which you will learn:

- What asthma is
- How it is treated
- What triggers your episodes
- What your medications are and what they do
- How to use your medication devices (small changes in technique can make a big difference in effectiveness)
- How to monitor your peak flows
- How to follow your action plan

For more information or to make an appointment, call 828-213-2222 (option 2).

COPD (Chronic Obstructive Pulmonary Disease) Management

If you have COPD, you know how hard living with it can be. Mission’s program for COPD is here to help. Our services are designed specifically for people with asthma, bronchiectasis, chronic bronchitis, emphysema and cystic fibrosis. We also offer help to patients preparing for, or recovering from, lung transplantation or those who have had lung volume reduction surgery for emphysema.

As part of our COPD management program, you will:

- ♦ Be assessed by a registered nurse and a registered respiratory therapist.
- ♦ Take a six-minute exercise test to help us understand your level of COPD.
- ♦ Be asked some questions to see how much you already know about COPD.
- ♦ Learn what COPD is and how it is treated.
- ♦ Learn more about your medications: exactly what they do and how to use your medication devices (small changes in technique can make a big difference in their effectiveness.)
- ♦ Receive a personal care program based on your current medical condition, designed specifically for you by our multidisciplinary team of experts.

Other services of the program include patient, family and community resource education, nutritional and psychosocial counseling, an exercise program, training in breathing techniques and bronchial hygiene, and smoking cessation. A physician referral is required. For more information or to make an appointment, call us at 828-213-0882.

Important: Because it is almost impossible to improve or even stabilize COPD for people who smoke, we cannot accept participants until they quit smoking. Mission offers a smoking cessation program for people addicted to nicotine.

Medication Management

Medication Management Clinic

Being well-informed about the medications you are taking – making sure you understand their potential risks, side effects and interactions – can be overwhelming. If you are having trouble managing or understanding your medications, we can help. Our Medication Management Clinic is staffed by doctors of pharmacy who will meet with you to discuss all of your medicines and how to take them. If you are on several medicines, our clinic staff can help design a routine that works with your lifestyle.

As part of the Medication Management Clinic, we will:

- Explain how your medicines help treat your medical problems.
- Help you deal with any medication side effects.
- Look for ways you can save money and avoid drug interactions.
- Help you choose the right over-the-counter medications.
- Teach you how to properly use devices like inhalers, glucometers and insulin pens.

To participate in this clinic, and to ensure your visits are covered by your insurance, you must have a referral from your doctor. For seniors, we also offer CheckMeds NC, a medication management program that’s free to NC residents over 65 who participate in Medicare Part D. For more information about medication management, call 828-213-5353.

Get Your Free Medication Card

Go online to www.missionhospitals.org/medicationmanagement to print out a free wallet medication card to help you keep track of what medicines you’re taking.

Medication Assistance Program

This program provides free long-term medication financial assistance as well as education about medications and one-on-one advice from a pharmacist. If you have a chronic medical condition that you need help managing, we can help with that too.

You are eligible for this program if all of the following conditions apply:

- You are between the ages of 18–64.
- You are uninsured.
- Your primary care physician is in Buncombe County.
- You are taking medications for chronic conditions.
- You meet income levels for the assistance program.
- You have Medicare Part D and are in the “doughnut hole.”
- You are not a patient at ABCCM, WNCHS or Three Streams clinics.

More qualifications may apply. For more information, call 828-213-5535.

Anticoagulation (Coumadin®) Clinic

If you are on blood thinners, you know how important it is to make sure your medication dose is just right. Our anticoagulation clinic is staffed by a team of pharmacists who are specially trained in the regulation of blood thinners.]

We use a simple finger stick to test your blood, then meet with you to discuss the results. Our pharmacists can adjust your medication dosage while you’re at the clinic, so you don’t have to wait for a phone call from your doctor’s office. To ensure your regular physician is kept up with your progress, we will communicate your test results and any medication adjustments to him or her at the time of your visit.

To participate in Mission’s anticoagulation clinic, call your doctor and ask for a referral. For more information, call 828-213-5353.

Nutritional Counseling for Your Medical Condition

When you have special nutritional needs, you don't have to figure out meal plans by yourself. Our clinical nutritionists can translate your doctor's diet recommendations into a plan you can understand.

We work with you one-on-one to develop a plan that:

- Sets healthy, realistic goals.
- Is as easy as possible for you to follow.
- Uses the food you enjoy.

People with any of the following conditions may benefit from Mission's nutritional counseling:

- Cancer
- Constipation
- Digestive problems
- Low blood sugar
- Osteoporosis
- Gastroparesis
- High blood pressure
- Liver disease
- Diarrhea
- Diverticulitis
- Reflux disease
- Elevated triglycerides or cholesterol
- Food allergies or intolerance
- Poor nutritional intake
- Eating disorders

For more information or to make an appointment, call 828-213-2222 (option 2).

Healthy Body and Mind

Nicotine Dependence Program

According to the Surgeon General, no other drug is as addictive as nicotine, and the relapse for tobacco use is the highest of any drug. Kicking the habit may be one of the hardest things you do, but you can do it – and you don't have to do it alone. Mission's Nicotine Dependence Program has a high success rate in helping people get and stay off tobacco, both smoking and smokeless. Our program offers a combination of counseling, group classes and, if necessary, medication to help you realize your dream of becoming tobacco-free. You may join this program on your own, or it may be available through your employer's health benefits.

Services offered include:

- Freedom from Smoking Classes: A free seven-week program that prepares smokers to quit for life.
- Smokeless Tobacco Cessation: Assistance with overcoming smokeless tobacco use.
- Office Consults: Individual sessions for privacy or to accommodate schedule conflicts with classes, or for families and friends choosing cessation together.

Services and appointments are available Monday - Friday from 6:30 a.m.- 5:00 p.m. To learn how we can help you quit tobacco, call us today at 828-213-2222 (option 2).

Healthy Weight Program

Mission's Healthy Weight program is geared toward healthy nutrition, exercise planning and behavior modification and is ideal if you want to lose 10–40 pounds. It provides you with the opportunity to receive professional, personalized coaching and individualized instruction for supporting long-term weight loss and ongoing weight management. Our weight management program begins with an initial one-hour visit with a registered dietitian, who will help you develop a meal plan and several personal lifestyle goals. We then combine one-on-one consultations and ongoing group education.

Joining this program means committing to personal counseling with our registered dietician and exercise specialist, as well as attending 12 weekly classes over three months. After completing the 12-week program, you can attend weekly maintenance classes with continuing support to help you keep the weight off. To sign up for a free information session, call 828-213-2222 (option 2). Information sessions are offered four times a year.

Nutritional Counseling for Weight Loss

Mission's nutritional counseling is a good option if your body mass index (BMI) is over 25 but you don't feel comfortable in a group weight loss setting. Our registered dietitians are certified in weight management training and offer individual and family weight loss counseling. Nutritional counseling begins with a personalized assessment of your needs. From this assessment, we assist you with appropriate nutrition therapy.

Your nutritional counseling may include any of the following approaches:

- Meal planning
- Physical activity
- Behavior modification
- Meal replacement

A dietitian will provide you with the tools you'll need to create lifestyle changes for successful weight management.

For more information or to make an appointment, call 828-213-2222 (option 2).

Health Coaching

You know what it takes to lead a healthy lifestyle. But how do you get from knowing to doing?

Mission's health coaching program is one way. Most of us think of a coach as someone who gives us guidance by telling us what to do. But with Mission's Intrinsic Coaching® approach, the essential ingredient is you – your thinking and goals. The program is led by RNs who can help you look within yourself to come to your own goals and realizations to find out what might be holding you back from where you want to be. The result: enhanced health that positively impacts all areas of life. Health coaching is an approximate 100-day commitment, involving six face-to-face meetings and two check-in phone conversations. For more information, call 828-213-4636.

Stress Management

Many of us are experiencing more stress than ever. Although a little can be a good thing, too much can be unhealthy and even dangerous. If you find that stress is affecting your health or your normal ability to function, our stress management program may be the help you need.

Our mindfulness practice approach to stress management can help with a variety of symptoms:

- Fatigue
- Sleep problems
- Headaches
- Anxiety or depression
- High blood pressure
- Heart disease
- Chronic illness
- Pain

As part of an 8-week series of classes, you'll learn about mindfulness practice and how it can help you alleviate the symptoms of stress in your life.

The stress management series includes:

- Weekly classes, both day and evening options
- Mindfulness exercises to enhance present moment awareness
- Guided instruction in a variety of meditation practices
- Gentle guided movement
- Daily home assignments and CDs for home use
- Class discussion

To sign up for our stress management class, call 828-213-2222 (option 2).

Wellness Resource Centers

Mission's Wellness Resource Centers offer men, women and families a variety of consultations, health screenings and education programs to promote whole-person wellness across a full life span. Our programs and resources focus on disease prevention, early detection of chronic disease risk, and healthy lifestyle and stress management education.

Our services include:

- Fitness and yoga
- Family and individual wellness classes
- Massage services
- Stress reduction classes
- Health screenings
- Maternity classes
- Support groups

You can also stop in and visit our library at the Memorial Campus location, where you can borrow books, videos and magazines on a wide collection of health and wellness topics.

Wellness Resource Center Locations (Hours are Monday through Friday from 9:00 a.m. to 4:30 p.m.):

Wellness Resource Center at The Reuter Family YMCA
Biltmore Park/ 3 Town Square Blvd Asheville, NC
828-213-9211

Mission's Memorial Campus
(at the former Women's Resource Center)
50 Doctors Drive (in the West Annex)/ Asheville, NC
828-213-8246

Support Groups

Sometimes simply sharing with others can make a huge difference in your life. Through our various support groups, Mission provides opportunities for you to share your thoughts and ideas, learn new information and meet others who may be going through a similar experience. Whether you are seeking support to deal with a serious health condition, going through a grieving process or celebrating (and coping with) being a new mom, chances are there are others who are doing the same.

Mission support groups have included:

- Lung Transplant Support Group
- CAPES (Care for Aging Parents Education & Support)
- Asheville Mothers of Multiples
- Leukemia and Lymphoma Support Group
- Nicotine Support Group
- Autism Spectrum Disorders Parent Group
- Child Mental Health Parent Group
- Down Syndrome Parent Group
- Henderson County Parent Group
- Madison County Parent Group
- Neonatal Intensive Care Unit (NICU) Parent Group
- Special Health Care Needs (physical, cognitive, developmental or other health concerns)
- Transylvania County Parent Group
- A Love Not Forgotten – Perinatal Loss Support Group
- Disordered Eating Support Group
- Moms Supporting Moms
- Nicotine Support Group
- Diabetes Support Groups

For a list of current support groups offered, with times and locations, visit www.missionhospitals.org/supportgroups

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 828-213-5600  828-213-4223  hrdirectconnect@msj.org  5 Frederick Street

