



Vital Signs

A Newsletter for Employees & Friends of Arkansas Children's Hospital • June 2007

Snap! Crackle! & Collect!



Scott Allen and Jennifer Hurst of Community Outreach kick off the Summer Cereal Drive.

The 2007 Summer Cereal Drive to benefit the Arkansas Food Bank Network is underway. More than 100 organizations, including ACH, are participating this year. All cereal collected will benefit the more than 400 food pantries, soup kitchens, shelters and after-school programs across the state which regularly receive hunger relief from items distributed through the Arkansas Food Bank.

The highly coveted and uniquely designed ACH traveling trophy is back up for grabs as our own internal competition continues May 29 thru June 21. Teams are collecting cereal products which are gathered, counted and delivered once each week by ACH Community Outreach staff to the Arkansas Food Bank Network. Last year's winners (Cost Accounting/small dept. and Accounting/large dept.)

have their trophies back on the line. Who will win this year? For more info on the Summer Cereal Drive, contact Jennifer in ACH Community Outreach at x4-6442.

CEREAL STATS (with 1/2 cup of skim milk)

Last year, ACH employees collected 8,774 boxes of cereal in the Summer Cereal Drive. This tally was ten times greater than the cereal collected the previous year. ACH was awesome! Our hospital was named winner of Division 5 and finished in 2nd place overall among all 107 competing organizations.

• Division 5 – 2006:

ACH: 8,774 boxes
Baptist Health: 3,479 boxes
UAMS: 3,263 boxes

• Overall – 2006:

Southwest Hospital: 12,600 boxes of cereal
ACH: 8,774 boxes
Margland Bed & Breakfast: 7,338 boxes
TransAmerica Worksite Marketing: 4,047 boxes

In the 2006 internal competition for the Summer Cereal Drive, 26 ACH teams battled it out for the traveling trophy.

• Small Division

(20 or fewer employees)

Accounting: 458 boxes
Business Development: 353 boxes
HIPPIY: 179 boxes

• Large Division

(21 or more employees)

Accounting: 1,851 boxes
Clinical Laboratory: 1,107 boxes
Security: 1,000 boxes



UAMS and ACH Come Together in Statewide Working Collaborative

In May, two of the most recognizable names in Arkansas health care joined to open the University of Arkansas for Medical Sciences/Arkansas Children's Hospital (UAMS/ACH) Center for Children in Lowell, a major component in a new statewide working collaborative between the organizations. The opening of the center, which brings the Schmieding Developmental Center, the Schmieding Kids First program and a variety of regional clinics under one roof, marks the first time that UAMS and ACH have collaborated to open a new facility together.

The collaboration, approved by ACH Board of Directors and University of Arkansas Board of Trustees in late winter, also includes a variety of existing regional clinics run by the UAMS College of Medicine Department of Pediatrics. The UAMS Department of Pediatrics and ACH Regional Clinics will continue to operate on a satellite basis out of family physicians' and pediatricians' offices throughout the state. They can be found in El Dorado, Fort Smith, Harrison, Helena/West Helena, Jonesboro, Mountain View and Texarkana. Services now provided off the ACH campus by ACH or the UAMS Department of Pediatrics will become components of this statewide working collaborative.

"This collaboration between UAMS and Arkansas Children's Hospital will allow us to create a statewide system of health care accessibility for children needing subspecialty and developmental care," said Debra Fiser, M.D., dean of the UAMS College of Medicine.

The UAMS/ACH Center for Children is a 40,000-square foot facility that includes rotating clinics staffed by ACH physicians and UAMS faculty, as well. The programs administered within it had been located in Fayetteville and Springdale before their relocation to Lowell.

UAMS and ACH have established a statewide working collaborative to improve access to pediatric subspecialty care and support education and training of UAMS medical students and residents. Their collaboration also will strengthen and expand the regional clinics.

ACH treated nearly 14,000 patients from northwest Arkansas during 2006, and this extension of services in Lowell is expected to improve the flow of appointments in Little Rock.

"We're responding to requests from referring physicians around the state asking for an increased presence in pediatric subspecialty care," says Jonathan Bates, M.D., president and chief executive officer of ACH. "By making our services available around the state, thousands of families will not have to make the long trip to Little Rock for their child's initial evaluation or clinic visits for follow-up medical attention."

ACH Gives First DAISY Award to Sonja Ridout

Arkansas Children's Hospital nurses do extraordinary things every day for their patients and families. During a special ceremony held Tuesday, May 8, the hospital honored one of its own, Sonja Ridout, R.N., B.S.N., (shown) with The DAISY Award for Extraordinary Nurses, part of the national DAISY Foundation's program that recognizes the super human efforts nurses perform every day.

Ridout, an R.N. III specialty nurse, practices in the ACH Pulmonary Clinic. She has served in a number of registered nurse roles at ACH since 1991, but has been a full-time R.N. since 2001.

In her nomination of this extraordinary nurse, Lauren Willis, R.R.T.-N.P.S., said, "Sonja is absolutely, without a doubt a nurse extraordinaire. She values the role of each and every team member, often soliciting suggestions and input. Overall, Sonja is a joy to work beside in the Pulmonary clinic. She has an amazing reserve of energy and can multitask like no one else, is very inspiring and a tremendous asset to the Pulmonary group. We are very lucky to have her."

The DAISY Award for Extraordinary Nurses will become a monthly recognition program at Arkansas Children's Hospital. Each month a registered nurse will be selected to receive the DAISY Award. Each honoree receives a certificate commending him or her for being an "Extraordinary Nurse," a beautiful and meaningful sculpture called A Healer's Touch, hand-carved by artists of the Shona Tribe in Zimbabwe, Africa, and a DAISY Award pin. ACH will also present a \$1,000 education grant and a designated parking space in the ACH Office Building Parking Deck for one month.

One day while Patrick Barnes, whose family started the DAISY Award program, was in the hospital, he asked his family to bring him a Cinnabon cinnamon roll plus enough for all the nurses in his unit. With the help of Cinnabon's parent company, FOCUS Brands, The DAISY Foundation carries on this tradition by serving Cinnabons to all the nurses in the award recipient's unit to thank them for everything they do for their patients and families.

Each month, an Arkansas Children's Hospital registered nurse will be selected by the ACH DAISY Awards Committee to receive the DAISY Award. The ACH DAISY Awards Committee has established criteria for ACH registered nurses to be nominated for the honor. A nominee should demonstrate compassionate, quality, family-centered care, leadership and professionalism. The ACH DAISY Awards nomination form and the ACH DAISY Award Web site provide complete details.

To nominate an ACH R.N. for a DAISY Award, or for more information about the DAISY Awards, either follow the link from the My ACH home page or visit http://www.archildrens.org/contact/daisy_awards.asp. For more information on the DAISY Foundation and the amazing story behind the awards, visit www.daisyfoundation.org.



Volunteer Corner.....

Junior Volunteers Return!

They're back! Beginning in mid-June, three different groups of junior volunteers will gear up for fun-filled weeks of service at ACH. High school students between the ages of 14 and 18 will be placed in various clinics and Child Life areas throughout the hospital, as well as in labs and clerical positions. Junior volunteers in the clinics will use the art cart to make crafts with patients while waiting for appointments.

Junior volunteers are scheduled to volunteer for one two-week session (sessions begin on June 18, July 9 and July 23). During each session, they are offered "Lunch and Learns" where they will enjoy lunch together and learn about various hospital departments.

Many of these junior volunteers aspire to be medical professionals and are eager to work in a healthcare environment. Teens will be in uniform, wearing an ACH shirt and khaki pants. The support of ACH staff and junior volunteer supervisors is both welcoming and encouraging to our young participants, so listed below are some helpful tips to make them feel more comfortable:

- Let junior volunteers know they are welcome;
- Junior volunteer supervisors should provide an overall orientation to the department and acquaint them with duties and responsibilities;
- Encourage junior volunteers to ask questions. Your actions on the job will model their behavior while serving;
- Remind them of the need for safety, safe work habits and confidentiality;
- Offer guidance when necessary; and
- Finally, all volunteers should receive the respect given to other employees. It is this respect that supports the participant's motivation.

Volunteer Services looks forward to another exciting summer with these young participants!

Cystic Fibrosis Team Focuses on All Aspects to Help Patients



Children with cystic fibrosis have a special resource at Arkansas Children's Hospital that isn't available to them anywhere else in the state or region: the multi-disciplinary care of our expansive CF Team.

With more than 25 leaders from areas all across the hospital, this team provides continuous, family-centered care to the more than 170 patients they follow in clinics and during inpatient stays. Children with the genetic disorder struggle with mucus that becomes thick and sticky and builds up in organs including the lungs and GI tract. They have problems breathing, digesting, growing and developing.

"CF impacts every facet of a child's life, so you need every specialty represented to treat him or her," said Penny Ward, R.N., nursing director of the CF Team, as well as the Adolescent Unit and several other programs. "It's absolutely crucial."

The program has been accredited as a Cystic Fibrosis Center by the CF Foundation for several years. ACH assembled the multi-disciplinary team to care for CF patients over the last three years.

"We always had the pieces, but they had been fragmented," said Dennis Schellhase, M.D., medical director of the CF Team. "The impetus for putting them together came when the CF Foundation said they wanted to share more information with families and patients about the quality of care at the centers."

The CF Team measures and supports quality care and used a year-long mentoring tool to arrive at the information they now provide to patients and families. The goal of sharing data and figures about the center is to find out where and how to make improvements that will help more children live longer.

"We want people to understand that we have a thriving CF Center here at Arkansas Children's Hospital," Schellhase said. "And we want the effort to improve the quality of care we deliver."

The team underscored their focus on family-centered care in 2006 when they contacted parents of CF patients and formed a family advisory board. Already, the advisory board has published three newsletters for parents.

"When your child is diagnosed with CF, you're bombarded with a lot of information," said Thomas Wilkins, parent of Cameron, 4, and Carter, 1, who both have CF. "You're given a lot of pieces and this multi-disciplinary team helps you figure out how they fit. If we didn't have the help of everybody, we couldn't figure it out."

The team also emphasizes committees that team leaders head up to tackle issues like research, infection control and helping patients keep clinic visits.

This helps the nearly 200 ACH team members who provide care for CF patients at some point during their visits to work together better.

"It makes it easier to communicate with each other because we're all on the same team," said CF Team Child Life Specialist Amelia Harris.

Over the last three years, the CF Team has made big strides with patients at ACH, and its leaders believe that will continue.

"Our mission is to take care of all the CF patients that will come to us," Schellhase said. "Ultimately, what we want is for our patients to graduate from the center and go to the adult center (at UAMS) as healthy as possible."

New Security Director Brings Worldwide Experience to ACH

Jamie Holt first visited Arkansas Children's Hospital like most parents do – with his daughter during a hospital stay. But when they left in early spring, it was with an inclination that ACH might just be a place he would love to work.

A few months later, his instincts have proved accurate. Holt started working here as the new director of Security Services on April 30.

"During my daughter's stay, we were on a computer here, and I was showing her the ACH Web page and the kinds of jobs people have at a hospital. That's when I noticed the advertisement for director of Security," Holt said. "It was a fantastic cross-road. I was already a huge fan of the hospital because my daughter has been treated very well here."

Holt comes to ACH from Acxiom security worldwide. His position included overseeing operations in U.S., U.K., France, Spain, Portugal, Germany, China and Australia. He also has worked as a supervising officer in the U.S. Department of Justice – U.S. Courts facilities in Little Rock, Jonesboro, Pine Bluff and Helena. He also is a certified fraud examiner.

A political science graduate from the University of Central Arkansas, Holt holds a master's degree in Criminal Justice from the University of Arkansas at Little Rock.

"It was a lengthy interview process over the past year, and we are confident that we have secured the individual with the skills, personality, experience and training to lead us to a new level of security management for the ACH campus," said Jeanette Perdue, vice president of Operations. "We are delighted to have Jamie join our ACH Team!"

As director of ACH Security Services, he will emphasize three areas: operational excellence, a single view of security and investigative services.

"I want everyone in the hospital to have a great feeling of confidence that our security staff has the training and tools to respond to any situation that might place the people they care about in peril," Holt said.

The single-view of security on which Holt will focus will link all the various Security functions across the hospital so his department can see what needs to be improved and how.

"I want us all to read from the same playbook," he said. "I want us all to have deterrents, protection, detection and correction strategies."

In addition, he plans to develop investigative services that will provide resources and fact-finding to assure we make well-informed decisions.

"Our goal is to protect the hospital's interests from every angle," Holt said. "We'll be well trained, very confident in what to do and how to do it. ACH Security will have the right people in the right place at the right time doing the right thing."



Construction Update!

Beginning this month and running through the spring of 2010, the Arkansas Children's Hospital campus will undergo a facelift with multiple construction projects slated. The work will be complex and will take time to finish. Upgrades to the hospital's utilities and the breezeway, which include work on the Emergency Department and the south wing, will start soon with other phases to follow. It's important to keep Team ACH informed of the changes that will affect them, so you'll hear and read more about these in the days to come. Watch the new *Vital Signs Weekly*, debuting in June, for more details!

New Arrivals

Congratulations to **Allison Benge**, a hospital school teacher in the Child Life and Education department, and her husband, James, on the birth of their son, Elijah James. Elijah was born on April 26 and weighed 6 pounds and 12 ounces. Best wishes to the growing family!

Clinical Lab Takes a Break to Celebrate

The Clinical Laboratory in Sturgis took some time out to celebrate National Medical Laboratory Week with games, catered lunches and a contest to match colleagues' pictures to those of their pets. At right, a Clinical Lab team member competes against another by spooning an entire bowl of Froot-Loops into another bowl to find a prize at the bottom. She won an ACH lunch bag!



Awards and Anniversaries Sparkle and Shine at ACH

Care, Love and Hope Awards Honor Team Members

On Thursday, May 3, Arkansas Children's Hospital honored its employees with length of service recognitions and the bestowing of the Care, Love and Hope Awards. Team members who have celebrated five-year service milestones in the last year received recognition at the event. At its conclusion, four team members received the Care, Love and Hope Awards. Congratulations to (photo at right, left to right) Michelle Renee Brown, Cynthia Brown, Marilyn Randle and Donita Heaggans! We appreciate all the work you do to embody the ACH mission of care, love and hope.



Employee Appreciation Day 2007

Thursday, May 10 was the 2007 Employee Appreciation Day event. The party offered ACH employees free ice-cream (photo below), an ACH shirt (lower left photo) and lots of laughs and karaoke (photo at left)!



PICU Marks Silver Anniversary in Style

The Donald W. Reynolds Pediatric Intensive Care Unit at ACH gathered former patients, families, physicians, nurses, as well as the unit's current team, on May 20 to celebrate the many hours worked, treatments given and lives saved since opening 25 years ago. A giant tree constructed in the middle of Children's Hall served as a symbol of the PICU's growth, vitality and vigor.

The event included a live tour of the seasons, with stations set up to depict each one. This underscored the PICU's mission of "Caring through the Seasons." Guests were treated to a video tour of the PICU, and Debra Fiser, M.D., the dean of the College of Medicine at the University of Arkansas for Medical Sciences who started ACH's PICU, received an award honoring her dedication.



Former PICU patients planted a ceremonial tree to be placed on the ACH campus in the future.



PICU physicians past and present.



A former PICU patient catches up with some of the PICU team that attended the festivities.

Staggs Has Lifelong Connection to ACH

Lowell Staggs has worked at ACH for 45 years this month. Long before joining the staff, he was a patient in the Boys' Ward. In the following interview, which has been published in *A Place of Care, Love and Hope: A History of Arkansas Children's Hospital*, he talks about his hospital stay and his long career at ACH.

"I was 8 years old and in the third grade when I underwent surgery for a form of scoliosis in the fall of 1950. One afternoon my parents came to school to get me. The hospital had called saying they had a bed available. After picking up a few things at our home in Beebe, we drove to Little Rock.

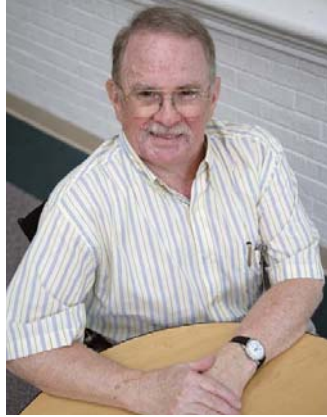
"Following a tearful goodbye with Mom and Dad, I was admitted to the Boys' Ward. It was a big room with a lot of boys in it. I don't know if I realized it then, but that room was to be my home until the following summer. To say the least, I was scared and already homesick.

"The next day I underwent X-rays and lab tests. I also met the hospital's two teachers who soon got me started on my schoolwork. A week later, I was taken to the front of the ward, seated on a stool and had all my hair cut off. Soon afterwards, I was placed in a body cast. My cast extended to the top of my head, leaving only my face, arms and part of one leg exposed.

"A week or so later, a device was inserted into my cast which would allow the doctors to gradually correct the curvature of my spine. Adjustments were made every few days. (This method of treating scoliosis is no longer practiced). I underwent surgery on Jan. 4, 1951. A few days before the operation, they had cut a hole in the back of my cast through which the surgical procedure was done. My parents were allowed to visit on the day of my surgery.

"On Christmas Day, my Mom and Dad came. They brought me a toy TV set. It came with several films, which you could watch. Someone dropped it within a few days. It didn't work right after that. Looking back, I'm sure the holiday was as difficult for my parents as it was for me, if not more so.

"I remember that winter there was a big snow and the nurses made snow ice cream for the patients. I also recall Ruth Beall, the administrator of the hospital, coming through the ward with her dog, Susie, at her heels. I could see the Occupational Therapy Wing, which was then under construction, from my window. When the weather got warmer, I watched the kids from the orphanage, which was part of the institution, playing on the swings and the basketball court ...



"I had several different casts over a period of more than a year and a half. When I got one that came down to my waist, I could sit up for the first time in over a year. My final cast was removed during my inpatient visit to the hospital. It felt strange to be walking around with all that weight gone from my shoulders.

"A few years later, I came back to ACH as an employee. When I graduated from high school in 1960, I needed a summer job before starting college. I contacted Ruth Beall and applied for a job. I worked as the 3 to 11 p.m. orderly that summer in the Boys' Ward. I went to college for two years. Then, in 1962, I returned to ACH. I worked in the Boys' Ward for ten years.

"It fell to me to turn on the outside lights and lock all the outside doors at night. I was also called upon to unstop toilets, get the heat and air conditioning up and running, get a stuck elevator back in operation and work the telephone switchboard.

"The hospital's Board of Directors used to hold their monthly meeting in the evening. Afterwards, some of the board members would visit the wards. On one of his visits to the Boys' Ward, Board President Carroll Thomas asked if we needed anything. The evening shift nurse,

Mrs. Purrie Barnes, and I told him some of the older boys had been asking for a radio to listen to music and ball games. The next day, he sent over a radio.

"We had a black and white television in the ward. It was mounted on a tall stand so everybody could see it. With from 15 to 20 boys in the ward, it was often difficult to reach a consensus about what to watch. If no decision could be reached, I would step in and cast the deciding vote. Of course, you couldn't please everyone ...

"Later, I helped start the Administrative Support Department. I micro-filmed medical records and took photographs for a while, then I went back to working in the Boys' Ward. I transferred to Anesthesiology in 1980 where I helped set up and maintain supplies in the operating room.

"Since 1996, I've worked in the Security Services Department, making the I.D. badges for employees, physicians, volunteers and other special visitors to the campus. I also log-in and send out notices relating to on-campus parking violations as well as keep a record of all keys issued to hospital staff members."

Looking back on his long career at Arkansas Children's Hospital, Lowell Staggs observed, "For several years, like I said earlier, I was the guy who locked the doors at night. There have been a lot of changes since those days, and I think most of them have been for the good."

Vital Signs Weekly Launches June 4, E-Communication to Replace OA Today

Arkansas Children's Hospital soon bids farewell to an old friend, *OA Today*. While *OA Today* was a staple of news and information for all ACH staff, it became increasingly apparent that – due to demand for fast-evolving communications – the resource was not changing with the times. A reboot was in order to improve flow of communication, ease of access, ability to find the news and features most important to you, and enhance/align the *Vital Signs* brand (*Vital Signs* print edition and *Vital SignsTV*). Effective Monday, June 4, please welcome *Vital Signs Weekly* to your desktop.

Here's a sneak peek of what's in store for the *Vital Signs Weekly* e-newsletter/Web site, delivered Monday morning in your Outlook e-mail and through Meditech:*

- Live 24/7 Web site updated daily and in real time to provide fresh news nearly every time you visit;
- Online newspaper format;
- Weekly email delivery on Monday mornings with the news you need to start the week;
- Stories are categorized to help you quickly find the stories that affect you;
- Quick summary view of current stories on the main page with links to read the full story;
- Each article is time-stamped for quick reference to the age of the story;
- Stories remain on the category pages for the duration of time that the content is relevant;
- Printer-friendly views of individual stories make it easy to print and post key messages in employee areas;
- Familiar favorites like Admin on Call, Census, Capitol Café menus, Birthdays, Thought for the Day, etc.;
- New features like Photo of the Day and an "above-the-fold" Vital Info area for important news that affects everyone; and
- Fully functional search option, allowing story search by keyword, category, date, etc. – including archives!

*NOTE: Meditech gets a fresh look with an adapted version of *Vital Signs Weekly*, incorporating several of the same great features as the *Vital Signs Weekly Web site*.

For more information, contact Harper Grubbs, ACH Web manager, ext. 44325 or grubbshf@archildrens.org

More Information about Payroll Advances

In April's *Vital Signs*, we announced upcoming changes in the management of requests for payroll advances. There have been three main questions that have come up since the initial announcement. We will work to make this transition as seamless as possible, but want to make sure that the changes are easy to understand. Here are some frequently asked questions and their answers:

1. Can I request a hardship advance if I received a payroll advance before July 1, 2007?

Yes, if your financial need is based on one of the following:

- a. Prevention of an eviction or foreclosure from your primary residence;
- b. To cover medical expenses;
- c. To cover repairs to your primary residence due to fire, water or other unexpected damage;
- d. To cover burial or funeral expenses for a family member;
- e. To pay off a garnishment of wages; or
- f. Other extraordinary needs will be evaluated based on the reason for the financial hardship.

2. Is a payroll advance only once during the employee's tenure with ACH?

We realize that there may come a time when an employee experiences a certain hardship, whether it is from a natural disaster such as a fire or tornado, or unforeseen medical bills. We also realize that access to financial relief will be beneficial in reducing the stress associated with any one of these events. However, we do not encourage payroll advances as the only solution to these financial hardships and for this reason, we will only allow one hardship payroll advance after July 1, 2007. Any additional requests will be reviewed on a case by case basis.

3. When an employee's time is submitted incorrectly through Kronos, the only immediate correction (if they want it earlier than the next pay-check) is to request a payroll advance. Will this type of payroll advance count differently than a request for a hardship advance?

Our current process will continue. If an employee is adversely affected due to a system error, any advance of monies will not count as a hardship advance. Standard errors such as a missed punch or failure to enter vacation time are corrected on the following paycheck once the error correction form is received.

If you need financial assistance, ACH offers you free access to LIFEWORKS counselors and information. You can reach LIFEWORKS by calling their toll free number: 1-888-267-8126 or by visiting www.lifeworks.com (user ID: ach password: lifeworks).

You may also seek services through community agencies such as Family Service Agency by calling 301-1700 (N. Little Rock) or 219-2208 (Little Rock.).

Fast Fact:

Arkansas Children's Hospital used more than 2,300 stethoscopes last year!



celebrating 20 years



Diane Atkins
Kids Care-Resource Line

- 1. What do you remember about your first day at ACH?** I was nervous and excited. I met some great people who still work at ACH.
- 2. Why do you love your job?** Children are great! Even with illness and challenges, they bounce back and typically have a smile. It is always rewarding to see the children overcome illness. Families are great to work with.
- 3. What's the one thing you are absolutely determined to do in your lifetime?** Travel to sunny places outside of Arkansas.
- 4. When you were a child, what did you want to be when you grew up?** I always knew I would be a nurse.
- 5. What would your best friend say is your best quality?** Caring for others.
- 6. What would he/she say is your worst quality?** Not taking care of myself because I like to do for others.
- 7. What do you do to "de-stress"?** I love to attend my kids' sporting events. I love being outside and with family, attending church and working with the youth.
- 8. What do you think is the worst feeling in the world?** Watching a loved one during their last days when there is nothing else you can do for them.
- 9. Is the glass half-empty or half-full?** Half-full.
- 10. What historical moment has had the most impact on you? Why?** 9-11. It reminds us that life is short, and we need to live each day to its fullest. Life is not a guarantee. We need to share love and life with all those we can each day.
- 11. What accomplishment are you most proud of?** My children who are healthy, fun and loving, even as teenagers. Also, being married for 20 years.
- 12. What makes you laugh?** It doesn't take much to make me laugh. I love kids and family; we always laugh.
- 13. What is your favorite childhood memory?** Going to the lake with family every summer.

celebrating 20 years



Anthony Buchanan
Environmental Services

- 1. What do you remember about your first day at ACH?** My supervisor had me working very hard that particular night. I think I was stripping floors.
- 2. Why do you love your job?** Because of the people at Arkansas Children's Hospital.
- 3. If there were a book written about your life, what would the title be?** "Pursuing God."
- 4. What's the one thing you are absolutely determined to do in your lifetime?** To go on a mission trip overseas.
- 5. When you were a child, what did you want to be when you grew up?** A basketball player.
- 6. What would your best friend say is your best quality?** Generosity.
- 7. What would your best friend say is your worst quality?** Sometimes, a lack of patience.
- 8. What is the first thought that comes to your head when you wake up in the morning?** Thanking God.
- 9. Is the glass half-empty or half-full?** Half-full.
- 10. What is your most embarrassing moment?** I was speaking one Sunday morning, sharing a message at church, and a guy disagreed with what I said, and it was very embarrassing.
- 11. What is the historical moment that has had the most impact on you?** 9-11 because there were so many lives taken.
- 12. What accomplishment are you most proud of?** Being ordained as a minister.
- 13. What makes you laugh?** Watching a lot of comedies.
- 14. What is the best gift you ever received?** Salvation.
- 15. What is your favorite childhood memory?** When my dad used to take me to the fair.

celebrating 20 years



Diane Bussard
Nursing

- 1. What do you remember about your first day at ACH?** How nervous I was, but how helpful everyone was to me.
- 2. Why do you love your job?** Because I am able to see such a difference in the patients' and families' lives with their treatments.
- 3. What's the craziest thing you've ever done?** I've done several, but the craziest is riding a Greyhound bus from Ohio to come to college in Arkansas by myself at 18 years old. It was a 24-hour trip, and I saw some real characters.
- 4. If there were a book written about your life, what would the title be?** "Slow Down and Enjoy the Ride."
- 5. What's the one thing you are absolutely determined to do in your lifetime?** Go to Vermont.
- 6. When you were a child, what did you want to be when you grew up?** A nurse.
- 7. What would your best friend say is your best quality?** Listening.
- 8. What would he/she say is your worst quality?** Not being able to take a compliment.
- 9. What do you do to "de-stress"?** Cross-stitch and read.
- 10. What do you think is the worst feeling in the world?** Loneliness.
- 11. What's the first thought that comes to your head when you wake up in the morning?** What do I need to get done today?!
- 12. Is the glass half-empty or half-full?** Half-full.
- 13. What's your most embarrassing moment?** It is way too long a story to tell. You can ask me about it sometime.
- 14. What historical moment has had the most impact on you? Why?** Probably 9/11 because I thought about my friends and family that we take for granted will always be there, but can be taken from us in the blink of an eye.
- 15. What accomplishment are you most proud of?** My children.
- 16. What makes you laugh?** My friends.
- 17. What's the best gift you ever received?** My salvation and then my husband and children.
- 18. What is your favorite childhood memory?** Spending time with my grandparents.

Developmental Care Fair a Success

The Developmental Care Council would like to thank everyone at ACH for their interest and attendance at our Developmental Care Fair, "Come Watch Us Grow". We had 408 people attend the fair, which represents a multitude of different departments and services at ACH. This fair marks the beginning of our journey and growth in developmental care. We plan to have more fairs in the future to provide a setting in which we can all learn more about the developmental care of infants and their families. Thanks to each of you for your valuable feedback and suggestions for future Developmental Care fairs.



ACH Nurses Get in Spirit of Nurses Week with Donation to Shelter

As the hospital took time out to celebrate its nurses in May, they were working hard to help families in the hospital, as well as needy women and children across Arkansas. After collecting clothes, toys, phone cards and more to benefit the Women and Children First Shelter, the nurses loaded up a van with the goods. They made a sizable donation and also gave all the toiletries collected to ACH to benefit families with children in the hospital. A pizza party was awarded to 3-Orange for being the unit to collect the most items! Our nurses show care, love and hope around the clock!

June HR Calendar of Events

Please take a look at the following events hosted by Human Resources during the month of June. If you have questions or need more information, please call 4-2127.

- June 5 – Time Management
- June 11 – Traditions (Day One)
- June 12 – Traditions (Day Two)
- June 12 – HR Manager Practice Series: Compensation
- June 12 – Horizons (Evening Session)
- June 12 – Who Moved My Cheese?
- June 13 – HR Manager Practice Series: Compensation
- June 14 – HR Employee Practice Series: Paid Leave –ETA-PTO-VAC
- June 18 – Horizons
- June 19 – Speaking to Influence Others (Supervisors/Managers)
- June 19 – ZB Traditions
- June 25 – Traditions (Day One)
- June 26 – Traditions (Day Two)
- June 26 – Developing Others (Supervisors/Managers)

celebrating 25 years



Janet Spickes
Respiratory Care

- 1. What do you remember about your first day at ACH?** I was in shock. I had finished school, changed jobs, gotten married and moved to Sherwood all in a couple of weeks. The good news is nothing has changed since.
- 2. Why do you love your job?** Because I work with children.
- 3. What's the craziest thing you've ever done?** Bought an RV.
- 4. If there were a book written about your life, what would the title be?** "I Need to Remember to Do That."
- 5. What's the one thing you are absolutely determined to do in your lifetime?** Finish my scrapbooks.
- 6. When you were a child, what did you want to be when you grew up?** A veterinarian.
- 7. What would your best friend say is your best quality?** Determination.
- 8. What would he/she say is your worst quality?** Stubbornness.
- 9. What do you do to "de-stress"?** Sit on the back porch and watch my bluebirds.
- 10. What do you think is the worst feeling in the world?** Loss of a loved one.
- 11. What's the first thought that comes to your head when you wake up in the morning?** Where are my house shoes?
- 12. Is the glass half-empty or half-full?** Half-full with crushed ice and sprig of mint.
- 13. What's your most embarrassing moment?** Not connecting the high pressure hose first!
- 14. What historical moment has had the most impact on you? Why?** I appreciate Women's Suffrage each time I vote.
- 15. What accomplishment are you most proud of?** The wonderful young man my son has become.
- 16. What makes you laugh?** Lucy Ricardo and Barney Fife.
- 17. What's the best gift you ever received?** My husband and son.
- 18. What is your favorite childhood memory?** Staying a week each summer with my grandparents on their farm.

celebrating 30 years



Lea Woodrow
Surgery

- 1. What do you remember about your first day at ACH?** Dr. Steve Golladay and I started on the same day.
- 2. Why do you love your job?** Our focus is on the kids, and I learn at least one thing new everyday.
- 3. What's the craziest thing you've ever done?** Lived on the wild side!
- 4. If there were a book written about your life, what would the title be?** "She Just Keeps On Keepin' On."
- 5. What's the one thing you are absolutely determined to do in your lifetime?** Have a beautiful flower garden.
- 6. When you were a child, what did you want to be when you grew up?** A circus performer.
- 7. What would your best friend say is your best quality?** Tenacity.
- 8. What would he/she say is your worst quality?** My memory!
- 9. What do you do to "de-stress"?** I enjoy working in the yard, but most of all, I enjoy escaping into a book.
- 10. What do you think is the worst feeling in the world?** Loneliness.
- 11. What's the first thought that comes to your head when you wake up in the morning?** What's on the agenda for today?
- 12. Is the glass half-empty or half-full?** Half-full.
- 13. What's your most embarrassing moment?** I've had too many to choose.
- 14. What historical moment has had the most impact on you? Why?** There have been so many - JFK's assassination; the Berlin wall coming down, Princess Diana's wedding; the Oklahoma City bombing; and 9/11. I guess 9/11 had the most impact as it really made me realize just how precious life is. After 9/11, I just wanted to hold my children and have them realize that most of our issues in life are petty and we need to focus on the bigger picture.
- 15. What accomplishment are you most proud of?** Being able to help make some child's life better through the surgeries we do.
- 16. What makes you laugh?** Hearing a child's laughter!
- 17. What's the best gift you ever received?** My healthy children and my best friend, my husband.
- 18. What is your favorite childhood memory?** School starting. We lived waaaay out in the country, and it was so good to be able to have friends to play with again.

June Anniversaries

5 years

Kimberly A. Allison	John M. Martin
Stephanie Brooke Copeland	Sarah Martin-Kline
Stephanie Brown	Connie M. Mitchell
Shannon Caplinger	Luis Morales
Kara Christensen	Beverly Nelson
Jennifer Denman	Brandi Nichols
Sharhonda Dodson	Mindy Nicholson
Amanda Dyniewski	Brian Odom
Rebekah Gates	Kristian Poole
Michelle Grimes	Dorothy Porter
Dawn Hansbetter	Kristina Shelton
Glenda Hefley	Curtis Summers
Candice Heltz	Joseph Taylor, III
Richard W. Hill, Jr.	Amy Thurman
Sherrie Kearney	Nicholas Trujillo
Jennifer Keeler	Phaedra Yount

10 years

Tammy Amos	David Lyp
Barbara Demmin	Carole Stewart
Rie Hollowell	Ashley Tallent
Kenna Lewis	

15 years

Karen A. Andresen	Karalyn Kerby
Kimberly G. Allison	Bonnie Phillips
Jacqueline E. Bryant	Patricia Salsbury
Delbert Farris	Tammy Webb
Cari Glover	

20 years

Regina Atkins	Yvonne Pendergraft
Diane Bussard	Jona Plummer
Susan Echols	Catherine Redinger
Ralphie Lockhart	Molly Wallace

25 years

Elizabeth M. Jones	Janet Spickes
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30 years

Lea Woodrow

45 years

Lowell Staggs

Editor's Note: Each month, employees and staff who are celebrating milestone anniversaries at ACH are invited to share their experiences with "Vital Signs." Those who agree to be interviewed are featured on this page.

Congratulations!

Congratulations to Communications Director **Dan McFadden, APR**, and PR Administrative Assistant **Sharon Decker** on several honors they received for their coordination of this year's United Way Campaign. As representatives of ACH, McFadden and Decker were named Campaign Coordinators of the Year for our organization size and were honored for staging an innovative campaign. The hospital also received a Crest Award from The United Way for the 2006 campaign. Thank you to everyone who contributed and to Dan and Sharon for their hard work on this effort!

Vital Signs

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