

UNIVERSITY OF MISSOURI HEALTH CARE

Archives

JUNE/JULY 2007

School at Work

Giving staff a boost up
the career ladder

PLUS:

Kidney transplant
program turns 35

Been here long?
Recognizing employees
for 10+ years

How chaplains lift
our spirits



University of Missouri
HEALTH CARE
Hospitality & Patient Support Services





School at Work

Learn how Heather and other employees have benefitted from SAW

6



10



12

Features

4 **Bravo**

Excellence in Nursing Award winners

6 **School at Work**

Giving staff a boost up the career ladder

9 **Starting a new chapter**

Patty Scott leaves health system with legacy of service

10 **Good graces**

Hospital chaplains help spiritual healing begin

12 **Dedication in double digits**

Staff members are recognized for 10, 15, 20, 25, 30 and 35 years of service

18 **Medical milestone**

University Hospital marks kidney transplant program's 35th anniversary

20 **To your health**

21 **My job**

Jeff Rioux, massage therapist

22 **Construction update**

23 **Shared Governance**

Empowering nurses, enhancing care

24 **MRC celebrates centennial**

25 **Capital Region Medical Center's affiliation marks 10 years**

25 **Remembering and honoring soldiers**

26 **Service Excellence Champions**

30 **Letters**

31 **Good neighbor**

Susan Asher, R.N.

 *In every issue*



VOLUME 7, NUMBER 2 • JUNE/JULY 2007

Archives is published for staff members and friends of University of Missouri Health Care.

If you have questions or suggestions concerning this publication, please call (573) 882-5818 or send an e-mail message to hasnerv@health.missouri.edu. Visit University of Missouri Health Care on the Web at www.muhealth.org.

Editor: Velvet Hasner

Photo Editor: David R. Owens

Designer: Ann Ellebracht

The University of Missouri-Columbia does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability or status as a disabled veteran or veteran of the Vietnam era. For more information, call Human Resource Services at (573) 882-4256 or the U.S. Department of Education, Office of Civil Rights.




For additional copies of **Archives**, please contact Velvet Hasner at (573) 882-5818 or by e-mail at

hasnerv@health.missouri.edu with your name, address and number of copies you would like.

On the cover: Roqueshia Tatum, a patient care transporter at University Hospital, is on her way to becoming a surgical technologist, thanks to the School at Work program.

School at Work



Roqueshia Tatum, a patient care transporter at University Hospital, wants to be a surgical technologist. After completing the School at Work (SAW) program, Tatum is on her way to achieving that goal.

The SAW “Building a Career Ladder in Health Care” program is designed for hospitals to nurture and advance entry-level employees.

University of Missouri Health Care launched its inaugural course in September 2006 with the help of Eileen Phillips, R.N., clinical educator in the Center for Education and Development, and Jessica Hardy, health care recruiter in Human Resources. Phillips serves as the program’s site coach and coordinator, and Hardy serves as the program’s career development coordinator.

“SAW was created for health system employees to gain education and to provide resources for them to move up in the health care system,” Phillips said. “We have a real vision to retain our staff and help them in any way that we can. We want our employees to continue to grow and mature.”

Tatum felt the class would be beneficial for her after Phillips and Patty Scott, chief human resources officer, spoke to staff in the distribution department about SAW.

“I knew immediately that the program was exactly what I needed, and I signed up that day,” Tatum said.

In April, Tatum took the entrance exam for

“I always had the idea of returning to college in the back of my mind, but I never had the confidence to follow through with my dream. The School at Work program has given me the self-assurance I needed to continue my education.”

Heather Maddock, unit clerk



Giving staff a boost up the career ladder

a surgical technology program offered in Columbia and was accepted. She said SAW helped prepare her for the exam, as well as the future coursework once she begins the program in August.

For 90 minutes each week for eight months, employees became students. Tatum and her classmates reviewed basic skills such as writing, grammar and math, improved their computer proficiency, and studied medical terminology, medical ethics, anatomy and physiology. In cooperation with their managers, students attended class during their work shifts and were paid for class time. The students completed homework assignments outside of class and work.

The students also developed individual career and learning plans with the help of Hardy. She assisted students with writing résumés, interviewing for a job, and also reviewed lesser-known health system policies and procedures. Hardy also informed students of various scholarship opportunities, educational offerings, career fairs and award programs.

“By providing a structured environment and a chance to meet other students with the same goals and interests, we can offer opportunities for advancement within our health system,” Hardy said. “SAW has encouraged some of our students to apply for higher paid positions within their own departments — something many of them would not have considered prior to the program.”

Heather Maddock was a nurse technician at University Hospital when she enrolled in the program. Six months

later, Maddock moved into a unit clerk position at University Hospital.

“Because of the SAW program, I improved my typing speed from 18 to 35 words per minute,” Maddock said. “Learning these new technical skills has not only presented new opportunities for me at the hospital, but they will continue to benefit me in the future.”

Maddock’s future plans include returning to college and studying nutrition, an idea that she admits may not have been possible without her enrollment in the School at Work program.

“I always had the idea of returning to college in the back of my mind, but I never had the confidence to follow through with my dream,” Maddock said. “The School at Work program has given me the self-assurance I needed to continue my education.”

School at Work is a program developed by Catalyst Learning, a company based in Louisville, Ky., to provide job advancement, retention and career development for entry-level workers. School at Work has been used at more than 115 hospitals in 18 states since 2002.

“While this is a valuable retention tool, the course also has given the students a new outlook on their jobs,” Phillips said. “I have talked to several managers, and they have noticed an improvement in their employees’ attitudes and work ethic after taking the course. This is a confidence booster, and SAW allows our employees to network with each other. These are tremendous benefits both on a personal and professional level.”



University Hospital employee Heather Maddock (above) has worked her way up the career ladder from nurse technician to unit clerk with the assistance of the SAW program.

Larry Milligan (left), a distribution technician at Columbia Regional Hospital, is a graduate of University of Missouri Health Care’s School at Work program.

University of Missouri Health Care will soon offer a new program, "Expanding Your Career and Health Care Opportunities," (ECHO) for mid-level employees. The program was designed to help employees evaluate career path possibilities within the health system.

ECHO program students will learn about the types of positions expected to be in highest demand by the health care system in the next few years, refresh skills to prepare for college, learn about medical technology, anatomy and physiology and explore new avenues for advancement within the health system.

The program, also developed by Catalyst Learning, is typically completed in approximately four months and will begin in January 2008.

The next SAW course will begin in September, and seats have already been filled. The course has already expanded to accommodate 15 students, and Phillips hopes it will only continue to grow.

"I would also like to see our managers take a more active role in the process from now on," Phillips said. "I think it would be very beneficial for managers to take a look at their employees and nominate employees they feel would benefit from the SAW or ECHO programs."

An application, reading assessment and manager approval is required for all potential students. For more information or to nominate a staff member, please contact Phillips at (573) 884-9421 or phillipse@health.missouri.edu.

University of Missouri Health Care honored its first graduating class of the Students at Work program with a ceremony May 29.

The nine graduates were:

- Dawn Carter, food service worker at Columbia Regional Hospital
- Stacey Furlong, senior hospital telecommunications operator at Columbia Regional Hospital
- David Hazard, health records technician at University Hospital
- Christy Jordan, nurse technician at Ellis Fischel Cancer Center
- Stacey LeGrand, linen attendant at Columbia Regional Hospital
- Heather Maddock, unit clerk at University Hospital
- Larry Milligan, distribution technician at Columbia Regional Hospital
- Roqueshia Tatum, patient care transporter at University Hospital
- Glenda Woolridge, food service worker at Columbia Regional Hospital

By Kim Figg

Photography by David R. Owens

"I was working in housekeeping when my supervisor told me about School at Work. I saw this program as a way to advance my career, which is exactly what I did. I now work as a nurse tech at Ellis Fischel Cancer Center and love my job."

Christy Jordan, nurse tech

