Dear Auxilians,

CHI Memorial Health Care System has more than 400 volunteers, and I am proud to be one of them. Jean Payne and the Volunteer Services staff have honored us during National Volunteer Week by calling us “Super Heroes”!

Thank you very much for the thermal cups with cold/hot packs, which I am sure will be used frequently.

**A bit of American History:** President Richard Nixon signed a proclamation proclaiming National Volunteer Week in 1974. Later on, President George H. W. Bush stated, “any definition of a successful life must include service to others — and anyone who is considered a success in America, is almost always also volunteering, either with their time or their money, to help others.”

On a lighter side, singer Tim McGraw wrote a song entitled, “Humble and Kind.” Some of the lyrics to this song are:

- **Hold the door, say please, say thank you,**
- **Don’t steal, don’t cheat, and don’t lie;**
- **I know you got mountains to climb,**
- **But always stay humble and kind.**
- **When the dreams you’re dreamin’ come to you,**
- **When the work you put in is realized;**
- **Let yourself feel the Pride,**
- **But always stay Humble and Kind!**

It has been my pleasure to have served as President of the Auxiliary for the past two years; however, my time is up, and I want to thank you for all your cooperation and support!

Let us now welcome Howard Sheorn as our next president. We are looking forward to his leadership.

—Phyllis Parks, President

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**Happy Mother’s Day May 14**

**Have a Happy Summer!**
Hello to all our Amazing Volunteers,

As usual, those of us who work the vendor sales have been busy. And our thanks to all the dedicated volunteers who are always ready to work our sales.

February 1 through February 3 at Hixson and Glenwood, we had our new vendor, Sparkle Life. Sales were good and everyone seemed to like their sparkly jewelry. Our rebate was a total of $5,330.60.

We had an all-time favorite, Masquerade $5 Sale, March 30 through 31 at both our sites. Again, we had enthusiastic shoppers, and our rebate was $3,027.

In April, we gave Hixson Hospital the chance to buy the Riverbend bracelets we have on sale in the gift shop at Glenwood. We sold 32 bracelets in one day, and employees seemed grateful to purchase on their site.

We are also offering Hixson Hospital employees a uniform sale from the Plaza Uniform shop at Glenwood on May 18. Our Hixson employees have been appreciative of the chance to buy uniforms close to their work place.

A Sterling, Purses and More sale will be June 7 at Hixson and June 8-9 at Glenwood. This vendor has many purses, beautiful jewelry and other stylish items.

The last sale until Fall will be Collective Goods (formerly Books are Fun) on July 10 and 11 at Hixson and July 13 and 14 at Glenwood. This is a great time to stock up on gift items as this is their warehouse sale and they will have bargains on some of your favorite things.

How Is the Money You Raise Spent?

You might be interested in how some of this money is used. In the past 23 years, our donations have exceeded $2,000,000. Our most recent pledges include:

- $75,000 – Renovation of Hixson Emergency & Registration Waiting Areas
- $150,000 – South Tower Surgery Waiting Room Furnishings; Stained Glass Window in Chapel
- $20,000 – We Care Weekend Retreat for Cancer Patients and Loved Ones
- $10,000 – Auxiliary Scholarship Awarded to College Students who met criteria in health related fields
- $75,000 – CHI Memorial Clinics to Help fund the Clinical Social Worker Position
- $7,000 – The Auxiliary was instrumental in bringing Plaza Uniforms to Memorial and pledged funding to assist with marketing.
- $600 – Purchased updated software needed for iStan, a 270-pound high fidelity simulator used for training nurses. (In 2011, the Auxiliary pledged $104,371 to help bring this new technology to Memorial)

This is why we are always trying to raise as much as possible on sales and make them enjoyable for everyone. Thank you for your support.

Fondly,
Carol McCamish and Tish Barlew

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<th>OFFICERS</th>
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<td>Phyllis Parks</td>
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<td>Vice President</td>
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Safety Is a Top Priority

By Tommy Wiggonton,
Director of Public Safety and Security at CHI Memorial

CHI Memorial’s Department of Public Safety and Security is continually seeking ways to keep our patients, staff, volunteers, and visitors safe, and we appreciate any suggestions you may have that could help us do a better job. Here are some things we will be implementing in the near future.

In order to know what is happening in any part of the hospital or the grounds, we will soon be upgrading our surveillance system and installing more cameras. We hope to have them monitored continuously and be able to alert our officers immediately to any problem.

**Parking Changes**

A big safety concern is parking. We have reassigned parking areas for staff, and they will need to park in those areas. That will allow us to provide better security for our employees. In addition to monitoring our camera system, we will also patrol those lots during shift changes. Having all employees in specific lots is a safety measure.

Parking space for patients and visitors is essential, and we are reserving lots for them and for the valet parking. Volunteers, you may continue to park near your entrances. If you use the parking deck, please use the upper deck. We are asking that you not park on the lower deck at all. All parking lots and the deck are monitored by camera and frequent security patrols.

**Remember: Safety Doesn’t Happen by Accident.**

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**Free Valet Parking**

As a service to our patients and visitors, free valet services are now offered at these locations effective May 15.

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<th>Location</th>
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<td>Memorial Plaza Entrance</td>
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<td>Rees Skillern Cancer Entrance</td>
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<td>Outpatient Services Entrance</td>
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<td>Guerry Heart Center Entrance</td>
<td>6am - 6pm</td>
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<tr>
<td>Emergency Department Entrance</td>
<td>11am - 9pm</td>
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**Home Safety Tips**

Each year nearly one million people over age 65 are treated in hospital emergency rooms for injuries associated with products we use every day, according to the U.S. Consumer Product Safety Commission.

Slips and falls are the main cause of injury for older people in their homes. The CPSC recommends the use of grab-bars and non-slip mats in the bathtub, handrails on both sides of the stairs, and slip-resistant carpets and rugs.

Burns occur from hot tap water and from open flame. Turning down the temperature of your water heater to 120 degrees will help prevent scalds. You should also install and maintain at least one smoke detector on every floor of your home.

Consider subscribing to Lifeline, the medical alert system provided by CHI Memorial and offered at a discount for volunteers. Call 423-495-8774, if interested in learning the best system for you.

Keep a list of emergency numbers by each phone. List numbers for (1) 911; (2) Poison.
We recently honored YOU, our wonderful volunteers, as we celebrated National Volunteer Week, April 23-29. The theme we chose this year was “Our Volunteers...Our Heroes!” Betsey, Christine and I made rounds every day, trying to visit as many volunteers as possible, to personally thank you and share a small gift and a big hug. If you didn’t receive your gift or hug, please call us at 495-4148 or email christine_willingham@memorial.org to let us know.

When I found this quote, it immediately made me think of all of you because you ALL serve others in need all the time. It is so beautiful to witness and such a precious gift of time and self! So many people coming through our doors are lost or maybe they are experiencing fear, anxiety, stress and helplessness. Many times you are also supporting staff who are feeling overwhelmed and welcome your support. So I definitely think it is safe to say our volunteers “Are the Heroes of the Day...Every Day!”

Celebrating You and Our Auxiliary Board

In July, we will start our new fiscal year and for our Auxiliary this is an officer election year. You will be receiving your ballot soon and our new officers will be installed at our upcoming Service Awards Banquet on June 20 at Abba’s House. Banquet invitations will also be headed your way soon so make sure to mark your calendar for a special evening that will be celebrating YOU!

At this time, I would like to publicly recognize Auxiliary President Phyllis Parks for her dedicated and wonderful leadership, along with the Executive Board and Full Board. Each has generously shared their time and talents in helping to keep our Auxiliary strong. They have led the way in keeping us true to our mission of supporting CHI Memorial and benefitting patient services. Phyllis and team, you have done an outstanding job and your commitment is unwavering. Thank you for leading the way! I also give special recognition to Auxiliary Executive Board Members Phyllis Smith and Rich Kramer for their passionate service as their terms of service end in July. Phyllis has served as our Board Secretary for eight years and has done a fantastic job faithfully recording our minutes, which is no easy task. Rich served first as a board representative then as President Elect, President and most recently Parliamentarian with amazing leadership.

Required Inservices

Our annual inservice education will be held the morning of June 20 at Abba’s House and on June 29 in the Community Rooms. You will be receiving a schedule in the mail for this required education.

Valet Parking Changes

As service to our patients and visitors, Memorial offers free valet service at many of our entrances. After careful consideration, the decision has been made to shift and expand this coverage from our low demand Surgery Entrance B to our high demand areas which are the Emergency Department, Outpatient Services, and the Guerry Heart Institute. We have been experiencing growing demand at these entrances and a diminishing demand at Entrance B. Our most vulnerable patients arrive through our Emergency Department and compromised cardiac/pulmonary patients enter through the Guerry Heart Institute for rehab.

Effective May 15, we will no longer offer valet at Surgery Services B Entrance; we will add valet services at the Emergency Department and adjust hours of service at the Outpatient Entrance. Employee parking has been redesigned and now there is ample near-by parking for visitors and patients at the Surgery B Entrance.

A complete listing of all valet locations and hours of service is on page 3. We appreciate your understanding and thank you in advance for helping us communicate this change and helping to explain why the changes are being made.

I also thank you for all you do in all the countless ways you assist and help those we serve. You are such an amazing part of our team!
Red Cross Volunteer Mary Lou Dawson has been volunteering at CHI Memorial Hospital Hixson since 2004.

"It was Memorial North Park when I started," she remembers. "A friend with the Red Cross told me they needed someone, and I decided to try it. I really like it. It keeps me in touch with people and gives me a mission. I feel like I have been able to make a difference for people when they were having a difficult time."

Mary Lou grew up on a farm in Dickson County about 20 miles west of Nashville. When she was a senior in high school, her principal took her and several of her classmates to Nashville to interview for jobs at National Life Insurance. She and another student were hired that day.

She came home on the bus frequently to see her parents and grandparents and met her husband one of those weekends. "We had gone to a gospel sing, and my parents were getting ready to take me to the bus station, when this fellow came up and offered to take me," Mary Lou says. "We didn't know him, but one of our friends said it would be okay. It was early for the bus, and we drove around a little and talked a lot before he let me off."

Mary Lou didn't see him for awhile after that and kind of forgot about him, but "on another weekend a friend and her date brought him to my grandpa's where I was, and they all took me to Nashville. That became kind of a regular thing. He had a mechanics shop near Clarksville."

After they were married, she worked for awhile at Acme Boot Factory, the largest boot manufacturing plant in the world at that time. "When we had children - a son and daughter - I stayed home with them," Mary Lou says. "After they were in school, I went to work at the Montgomery County Court House for 18 years in various offices. I retired when my husband got sick. He had pulmonary fibrosis. I took care of him at home and was also taking care of my mother and an aunt who were in two different nursing homes."

Her husband, mother, and aunt all died in 1992, and Mary Lou moved to Hixson to be near her daughter and granddaughter. She now also has two great-granddaughters, and lives next to her daughter in Soddy Daisy.

"My son is retired in Clarksville and lives in the house I lived in."

Mary Lou is a member of the Hixson Seventh-day Adventist Church and does a newsletter for the church. She also volunteers in various capacities, including two days a week at their After School Learning Center. "We help children with reading and math. Dr. D. J. Mayberry, a former principal, started this program, and any children can come."

She participates in a Silver Sneakers class at the North River YMCA and does a lot of crocheting. "I started crocheting 60 years ago, and still find it calming to do. I can bring little projects to the hospital to work on when it's quiet, but I'm always available to help people who come into the hospital. That's why I'm here."

This picture was taken by Rich and Barbara Kramer in March 2017 at the Keukenhof Gardens in The Netherlands. Over seven million tulips, daffodils and hyacinths had been planted for an 8 week season.

Once they have finished blooming, all the bulbs will be dug up and sold. A new design will be planted in the fall. This year the theme was Dutch Design. This arrangement is in the shape of a tulip.
When we think about suffering, it doesn’t take much time to realize two things.

1. Everyone suffers in life in some way - physically, mentally, and/or emotionally; none of us is exempt; we are all participants in the human condition, and

2. Those who experience suffering find relief, healing, and hope through the hands, hearts, and deep understanding of others. God’s healing presence is often and mostly manifest through compassion of other people.

This is why religiously sponsored hospitals like CHI Memorial exist. Deep in our Christian-Catholic DNA is the awareness that we are the Healing Presence of Jesus for and among those who are in need of healing and compassionate care. The care at Memorial is not only excellence in clinical and medical practice, but also in responding to the needs of the human spirit and our capacity for loving compassion. Volunteers are a “spark of the divine,” as you relate to those who suffer.

**Mental Health First Aid**

To provide more information and tools to strengthen our understanding of mental disorders and our compassionate response, Memorial now offers a day-long educational workshop for employees, volunteers, and community representatives, which I recently attended and recommend. The program, titled Mental Health First Aid, teaches us how to recognize symptoms of mental health disorders, and how to offer and provide initial help and guide a person toward appropriate treatment and support.

Those experiencing mental disorders are not well understood by the general population and are often ignored, feared, and even treated in ways that intensify or complicate their symptoms and healing.

Most of us don’t realize that mental health problems are more common than heart disease, lung disease, and cancer combined.

Did you know that one in five American adults experiences a mental illness each year? It is very likely that our employees and volunteers interact with someone experiencing a mental health concern among our colleagues at CHI Memorial and among our patients and their families.

Christ’s Healing Ministry is made real through each of us, and this program could help you learn how to better provide comfort. If you possibly can, I would suggest that you try to attend one of the Mental Health First Aid classes.

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**Impact of Mental Disorders**

- Medical experts rate mental disorders among the most disabling illnesses.
- Mental disorders include depression, anxiety, substance use, eating disorders, trauma, bi-polar disorder, and psychosis.
- Almost half of adults will experience a mental disorder during their lifetime.
- Employers face an estimated $80 to $100 billion in indirect costs annually due to mental illness and substance use.
- 10.8 million full-time workers have a substance use disorder.
- Mental disorders can be treated and recovery is possible.

— *Taken from Mental Health USA Manual*
When Christina Lopes, a nurse in Nuclear Imaging at CHI Memorial Hixson, attended a conference at UTC on integrating mental health care with primary care, one of the speakers asked, "How many of you have a serious mental illness?"

Christina, who has had a long time struggle with mental illness, tentatively raised her hand, as did a few others.

The speaker went on to say, "I have a serious mental illness. I am a Vietnam Veteran, and I have post traumatic stress disorder."

He proceeded to tell the group that he became certified to teach the Mental Health First Aid class because he wanted to help reduce the stigma towards people with mental illness. The class educates participants about mental illness and creates awareness of how people can recognize and respond to signs of a mental disorder. The speaker said he often travels around the community teaching the class to various groups interested in learning more about mental health.

As she listened, Christina became tearful and filled with emotion. She thought, “This is what God's purpose is for me- to share my story and my experiences with mental illness, so that I can help others like myself.”

Since she was a conference attendee, she was qualified to take the Mental Health First Aid Certification class if the hospital wanted her to do it. After the class, she shared some of what she had learned with Sherry Fusco, Ortho/Neuro Service Line Director and Karen Frank, Patient Safety Officer and Director of Accreditation. They both saw the importance of getting this information out to the hospital staff and to the people in the community. She also had the support of the Bob Scheri, Vice President of Mission Integration.

Christina prayed for God’s guidance and direction as to what steps to take next.

About a year later, the opportunity came for Christina to travel to Portland, OR to be trained and certified as a Mental Health First Aid Instructor. She is one of the 11,500 instructors in the United States. To date, she has taught six Mental Health First Aid Certification classes to associates and volunteers within CHI Memorial.

Two more classes are scheduled for this year: one on Monday, August 28, 2017, and one on Friday, November 10, 2017. Due to the structure of the class and the type of activities done in the class, class size is limited to 30 participants. There is no charge to take the class.

If you are interested in taking the class, please call 495-7278.

Today, Christina’s mental illness is well controlled with medication, counseling, spiritual support, and the support of her family and friends. She enjoys teaching the Mental Health First Aid Certification class and is grateful to have the opportunity to help others with mental illness.

Christina loves her job as a registered nurse in Nuclear Imaging and appreciates the support at CHI Memorial.

Why a Class in Mental Health First Aid?

by Joyce Dick

Catch the Vision
Come to Envision July 25, 8am to 12noon
Abba's House in Hixson
Envision is available as a gift to anyone who works within the CHI Memorial Healthcare System.
Take Time and Renew Your Spirit.
Karin Booher’s mother was a social worker in Richmond, Virginia, and her father a guidance counselor. But Karin thought she was more interested in music and theatre and attended Guilford College in Greensboro. Guilford is on the list of “Colleges That Change Lives” and is a Quaker-founded college guided by the core values of Quaker heritage: community, diversity, equality, excellence, integrity, justice, and stewardship.

Karin went to New York and tried doing theatre for a while, but found it difficult to make a living. “I think I have the mind set of a social worker, wanting to help people,” Karin says.

She went back to Richmond and completed a master’s degree in social work at the Virginia Commonwealth University, which used to be the Medical College of Virginia.

After graduation, Karin was looking for a job in the Atlanta area where her mother moved after retirement, but happened to learn of a position with Hospice of Chattanooga. She worked there for several years, and then was attracted to a position working with dialysis patients in Cleveland, Athens, and Sweetwater.

She took time off to deal with some health issues of her own, and then two years ago, she read about a part-time Patient Advocate position at CHI Memorial.

“It sounded right up my alley, and I applied. I have found it very rewarding. I love working with the volunteers and have made several good friends. The security officers are also friendly and helpful,” Karin says.

“Karin and her dog Enzo live in Hixson. Enzo is a Papillon, which is French for “butterfly eared.” The Papillon breed descends from toy spaniels from as far back as the 16th century and shares top billing with the Toy Poodle as the brightest and most trainable of the toy breeds.

Karin has a sister and “two awesome nieces” in Washington, D.C. “The 12-year-old is interested in becoming an engineer, and the nine-year-old likes to tell jokes and be in skits – kind of like her Aunt Karin.” She also has three step-sisters.

**Working for the ALS Association**

In April, Karin started another part-time position with the Amyotrophic Lateral Sclerosis (ALS) Association for the Chattanooga region. ALS, also known as Lou Gehrig’s Disease, is a progressive neurodegenerative disease that affects the function of nerves and muscles.

Karin is now Care Coordinator for this region. She will serve as kind of a case manager for patients in this area. She will be facilitating support groups and going to clinic one day a month. She will meet with patients to see what their needs are and what the association can do to help connect them with resources that may be able to help them.

Karin will continue as a Patient Advocate for Memorial, working at the Main Entrance, the Guerry Heart & Vascular Center Entrance.
In 2013, Cyndi Collins was faced with a major decision. Olan Mills, where she had worked for 36 years, had sold their photography business, and the new owners were moving to Ohio. She could move with them or she could look for another job. Cyndi’s ties to Chattanooga and to Memorial Hospital are strong, which lessened any appeal moving might have had. “My mother Barbara Leamon Roberson retired from Memorial and my sister Donna Mashburn works in Health Information Services. We’ve always used Memorial. I remember coming to Memorial as a child when my grandmother was in the hospital. Children weren’t allowed to go to patient rooms, so I sat in the lobby, and the Sisters at the information desk would watch over me and talk to me. I have fond memories of meeting Sister Thomas de Sales.”

Perfect Opening at Memorial
Cyndi didn’t want to move, but she had to have work. She knows God was leading. “I was in the Surgery Waiting Room waiting for my mother, who was having surgery, when I learned about an opening for a Patient Advocate, and I applied. What a blessing! I couldn’t have asked for a better job,” she says. “I love helping people, talking to them at the desk and doing what I can to take away their fears and make them comfortable.”

Another blessing of the job as Patient Advocate has been the hours. Cyndi works from 4 a.m. to noon, and then has been able to go home to take care of family members and her long-time boyfriend, who was in a facility in the advanced stages of Early Onset Alzheimer’s. He passed away on May 7, 2017, and our hearts and prayers are with Cyndi.

When Cyndi’s stepfather recently died, her mother moved in with Cyndi. “I love having her with me,” Cyndi says.

Caring Spirit Award
Volunteers who work with Cyndi recently recognized her with the Caring Spirit Award. “They witness every day her commitment to the patients and their families, her compassion, and her willingness to do whatever she can to help,” says Betsey Runyan, Guest Services Manager. “They see how she lives Memorial’s values of Reverence, Integrity, Compassion, and Excellence.”

Cyndi was surprised and humbled. “We have a great team here, and it takes teamwork with the doctors, the nurses and all the staff, and the volunteers. Everyone is so nice and responsive to those who are waiting. I truly enjoy my job.”

Cyndi traces her spiritual roots to her grandparents. “My grandmother studied the Bible, but when she and my grandfather were converted, there was no church where they lived. They started inviting people to meet in their house, and it grew into the Ware Branch Church of Christ. It’s still a small country church with about 70 members, but they make a big difference in the community and at the hospital.”

Ladies from that church started a program called Comfort for Care. “They make throws that can be given to family members who seem to be cold or stressed,” Cyndi explains. “Families in the Cardio-Vascular ICU waiting are often here for several days and may not have come prepared to stay so long. The ladies attach a scripture verse to the throw, which adds to the comfort.”

Cyndi points out that patients in Surgery or ICU do not always have good outcomes. “When it has been unfortunate and death is imminent, we try to have someone sit with them. We call chaplaincy and try to give them privacy and be available to help them contact family or do whatever we can.”

“People don’t necessarily remember what you say to them, but they remember how you made them feel,” Cyndi says.
From The Foundation
Jennifer Nicely, Foundation President

We hope you will join us for these upcoming Foundation Activities

Elizabeth’s OutRun Melanoma 5K Run or Walk and 1 Mile Fun Walk
Saturday, May 13, 9am at Enterprise South Nature Park

The entire family is welcome to join us for Elizabeth’s OutRun Melanoma event. Proceeds of this event benefit the Elizabeth R. Smith Melanoma Fund at the CHI Memorial Rees Skillern Cancer Institute, which supports the prevention, awareness and research of melanoma, a serious form of skin cancer.

We are very grateful to our Gold Medal Sponsors Volkswagen Chattanooga, First Tennessee Bank, Susong Dermatology and Skin Cancer and Cosmetic Dermatology Center. A special thank you to Auxiliary member and Foundation Board member, Rich Kramer for his work to make Elizabeth’s OutRun Melanoma a big success!

Warm up and packet pick up begin on Saturday, May 13, at 8 am and the race starts at 9. You may run or walk the 5K distance or enjoy a 1 mile fun walk.

Registration is $30 for the 5K and $25 for the 1 mile Children 12 and under are free. Go to memorial.org/race to register

“‘This a premier location for running or walking, and for most of us, it won’t require as much effort as a volunteer shift. This is a great opportunity for us to support a great cause, see what hospital staff and volunteers look like ‘out of uniform,’ and enjoy being outside. If you don’t wish to walk or run, come do what you do best: assist in various areas. Questions: Call me at 718-8781.’ — Rich Kramer

Dr. Ysaye Barnwell Featured Speaker at Arts for Health Program Thursday, May 18 at Hunter Museum

CHI Memorial Foundation and the Hunter Museum of American Art are co-presenting the 17th annual Cam Busch Endowed Arts for Health Lecture Series at 5pm at the Hunter Museum.

Dr. Barnwell is an accomplished musician, actress and author. For more than 30 years, she sang with Sweet Honey in the Rock, an award-winning female African-American a cappella group. She is a master teacher and choral clinician in African American cultural performance and has been a commissioned composer on numerous choral, film, video, dance and theatrical productions. She has appeared in and provided voice-over narration for film, video and radio productions. Dr. Barnwell is also the author of several children’s books including one on traditional African American stories, poems and songs.

“This lecture series is designed to educate our community about the benefits of using different forms of art in healthcare,” explains Cam Busch, local artist, nationally recognized art therapist and registered nurse. “The arts enhance healing and provide a vehicle for the expression of feelings and emotions.”

CHI Memorial’s Arts Medicine Program is an important component in our region’s vibrant arts community. We are proud to announce the following organizations joining us as Arts Partners to bring Dr. Barnwell’s message at Chattanooga: ArtsBuild, AVA (Association for Visual Arts), Barking Legs Theater, Bessie Smith Cultural Center, Chattanooga Ballet, Chattanooga Symphony & Opera, Chattanooga Theatre Centre, Hart Gallery, Sculpture Fields, Southern Lit Alliance and WTCI.

Individual tickets are $50 and include heavy hors d’oeuvres, a host bar, a performance by Dr. Ysaye Barnwell, and admission to the Hunter Museum of American Art. For more information and to purchase tickets, call the CHI Memorial Foundation office at (423) 495-4141 or visit www.memorial.org/art-lecture.
Hello to Everyone!

Deb Moore, Administrator of CHI Memorial Hospital Hixson

This year has gotten off to a great start. It’s hard to believe we are already in May! The Hixson Admin team is very blessed to have each one of you as valued members of our team. As we celebrate Volunteer week, we pay special tribute to our volunteers. You are all very special in the way you help to carry out our mission by giving of your talents to heal the sick and hurting at CHI Memorial. We could not achieve this mission without YOU! You are truly our HEROES! We appreciate each one of you very much!

As Administrator of Hixson and Vice President of Oncology Services, I find myself splitting my time between the two campuses. I have been scheduling two days a week in the Hixson office as my calendar allows and appreciate my excellent staff in both places.

Patrick Johnson, Director of Operations for Hixson, is picking up more administrative responsibilities for growth as well as for overall operations.

Mary Mwathi transitioned from Oncology Services on the Chattanooga Campus to the Hixson campus to work in Administration. The transition has been very smooth. Stop by anytime you are on campus she would love to meet each and every one of you.

We are thrilled to have an addition to the volunteer team here at Hixson. Her name is Sophie. Sophie is a service dog who will be making rounds to see our patients with her owner Mark Sanderson.

We continue to be very humbled and grateful for God's goodness as He blesses us with strong compassionate teams, great leaders, and great volunteers to continue our legacy of the Sisters of Charity of Nazareth and our CHI Memorial mission. Your service at CHI Memorial is such a valuable part of our ministry. We are truly blessed to have each and every one of you helping to live our mission.

Blessings,

Deb

Volunteers do not necessarily have the time, they have the heart.

—Elizabeth Andrew

Mark Sanderson and Sophie are now making rounds to see patients.

Dinner with the Doctor

Our outreach efforts continue as we co-sponsor the Dinner with the Doctor events. Cooking demonstrations and a special speaker will be teaching common causes for sickness and how you and your family can stay healthy by following a few simple principles and preventions.

Monday, May 15 at 6pm.
North River Civic Center
(located in the office buildings next to the Hixson post office and behind Northgate Mall off of Executive Drive).
ADMISSION IS FREE.
No Reservation needed.
"I think volunteering at Memorial changed my life and helped me in interpersonal relationships," says Joseph (Joe) Graham. "I used to be in kind of a shell and not comfortable talking to people. I know working here helped me get my scholarships."

As a volunteer at the Main Entrance information desk, Joe had to offer to assist people, answer their questions, and escort them to different places in the hospital. He found he enjoyed talking to them and learning about them. He received excellent recommendations from the volunteers who worked with him.

A senior at Heritage High School in Catoosa County, Joe appreciated a class that allowed him to shadow several different doctors, confirming his desire to enter the medical field, but not helping him zero in on one specialty. "I was interested in all of them," he says. "The allergy specialists were interesting, but I also liked radiology and others. I was even interested in veterinary medicine."

The Foundation’s Student Scholarship
As a volunteer at Memorial, Joe qualified for the CHI Memorial Foundation student volunteer scholarship inspired by the excellence of our student volunteers and received that scholarship to apply toward the 2017-2018 school year at Mercer University in Macon, Georgia. Joe will be completing pre-med requirements and will probably major in biology.

The Foundation scholarship is designed to encourage college students considering a medical field to volunteer at Memorial.

Mercer University Merit Scholarship
Founded in 1833, Mercer University is one of America’s oldest and most distinctive universities, and Joe is excited to have also received a $24,000 merit scholarship from Mercer, based on his academic credentials, to help him attend this prestigious school. His two scholarships will go far toward meeting the tuition and housing charges.

Joe grew up in Ringgold and is graduating from Heritage in May. Like his dad, who has been in several Ironman competitions, Joe enjoys running and is Captain of the Cross Country and Track Team at Heritage, which has done very well in competitions this year.

How Joe Became a Memorial Volunteer
Joe’s mother Kimberly is a dental hygienist at Scenic City Dentistry in Chattanooga. While cleaning a patient’s teeth one day in 2015, she told the patient about her son’s interest in medicine. The patient, who was a volunteer at Memorial, told Kimberly, “If Joe is interested in medicine, he should sign up to volunteer at Memorial and see what working in a hospital is like.” Joe signed up that summer and has been faithful in working for the past two summers.

After he graduates in May, Joe and his family – including his younger brother who is graduating from eighth grade – will be flying out West, renting a car, and visiting the Grand Canyon, the Redwood Forest, and other National Parks. “We will be gone almost a month and are looking forward to this time together as a family before I go off to college,” Joe says.

“I am really excited about going to Mercer, and it wouldn’t be possible without these scholarships. Everyone at Memorial has been good to me, and I am grateful for the opportunities you gave me.”

Auxiliary Volunteer Michael Doubleday, Foundation CEO Jennifer Nicely, and Volunteer Services Director Jean Payne are pleased to present the Foundation Scholarship to Joe Graham.
Shailey Shah, a senior at Chattanooga School for the Arts and Sciences (CSAS), came to volunteer at Memorial in January 2017, and enjoyed being in a medical atmosphere. She is open to several medical specialities and will be majoring in bio-medical engineering or research while she completes her pre-med requirements. Her father is a hospitalist at CHI Memorial Hixson and her mother is an engineer.

Shailey is rightly excited about her scholarship through the Stamps Scholars Program at Mercer University. Five members of each Mercer freshman class are selected among the highest achieving applicants in the entering class. The scholarship covers the full cost of attendance, including tuition, fees, room, board and books. In addition, Stamps Scholars each receive a $16,000 stipend over four years for enrichment activities, such as study abroad or undergraduate research.

The Stamps Family Charitable Foundation, formed by Penny and Roe Stamps in 2006, partners with Mercer and 40 other major universities across the country to offer these merit-based scholarships to help exceptional students become meaningful leaders.

**Shailey’s Interest in Research**

In addition to maintaining a high grade-point average in her years at CSAS, Shailey has also been encouraged to do original research and won both the Tennessee Science Fair Competition and another Regional Science Competition. She advanced to present her research at the National Science Fair in San Diego and at the International Sustainable World Engineering, Energy, and Environment Project Fair in Houston.

CSAS works with the Cherokee National Forest to provide project ideas for students. Shailey chose to study forest fires in the 640,000-acre forest, taking samples from the specified control plot and from uncontrolled areas and comparing them to study the effect of fires. These results she also compared to Forest Service studies from a baseline control. She found significant differences.

For her senior project at CSAS, she chose research that she thought might help her be a better doctor. “I know to be a successful doctor you need interpersonal skills to solve problems together with your patients,” Shailey says. “One of the communication problems we all face is stereotyping, but it is more critical in a patient-doctor relationship. If a doctor says something that offends, the patient may not be as open to sharing important information. For example, instead of pointing out to an obese patient that this condition is life threatening, and encouraging them that they can make changes, some doctors make them feel guilty about their previous lifestyle.”

Shailey interviewed several patients and made a video documentary of their concerns about doctors. She was able to present it to some doctors at Memorial and learned from the doctors that they are also sometimes stereotyped by their patients and have to deal with that. “I learned several things that I think will help me communicate better if I become a doctor.”

**Summer Plans; Other Activities**

This summer Shailey is attending the National Youth Guidance Camp, a 3-week program in West Virginia to learn about science careers. “I had to apply for it,” Shailey says. “They choose one girl and one guy to represent each state, and I am honored to have been chosen from Tennessee. They also have international applicants.”

Science professionals come to the camp to share their expertise and acquaint the campers with many opportunities available in the science field.

Shailey’s other activities include tennis and rock climbing or bouldering. “I love to go to Highpoint Gym, and I love to dance.”
When Mark Turley retired in 2012 after 35 years at Tennessee American Water, his dad Roy Turley, was quick to encourage him to volunteer his talents in the Pharmacy at CHI Memorial. That’s where Roy has been following his passion saving money for the Pharmacy for 35 years.

Mark didn’t have quite the same enthusiasm for getting back into a work environment, but he agreed - maybe a bit reluctantly – to give it a try.

“It wasn’t long until I was enjoying it - a lot,” Mark says. “For one thing, I get to spend time with my dad, who is 89 years old and had four by-passes just a year ago. I also found that we have a real purpose and are helping the hospital in a significant way. Volunteering has become a mission for me, as it has been for Dad, and for all the volunteers. Every volunteer has a story and a reason why they want to give of themselves to the hospital.”

Roy and Mark Turley are Return Coordinators for the Pharmacy. “We return the drugs that are expired or have been recalled for some reason, and the manufacturers reimburse the pharmacy. Some give credit toward future purchases, some replace the drugs, and some give a refund check. We have recovered millions of dollars for the hospital, which in the past had often just incinerated expired medications. That was before my dad started volunteering. My mother – Doris Turley - also volunteered for several years and gave more than 3,800 hours going over menus with patients.

**Mark’s History**

Mark was born and raised in East Ridge, went to East Ridge High School and got a degree in Business Administration from UTC. Then he went back to school at Chattanooga State and got an Associate’s Degree in accounting. That prepared him to do a little bit of everything at Tennessee American. “I worked in Customer Service and Supervision and in billing and accounting supervision,” he says.

Mark and his wife Diana live in East Brainerd and have two children – son Christopher and daughter Jennifer Headrick - and one grandson - two-year-old Conner. The Headricks live in Ringgold, close enough that the grandparents get to babysit frequently – and love it.

Diana taught elementary school in Catoosa County, Georgia. She also retired recently, and the couple enjoys having more time to travel. In March, they went back to Gatlinburg for the first time since the catastrophic fire swept through 17,000 acres of the Smoky Mountains and the city in November 2016, taking 14 lives.

“We could certainly see evidence of the fire, but many businesses were open,” Mark says. “We were surprised at how the fire skipped around. One building would be almost destroyed and the one next to it seemed not to have any damage at all.”

While it will take years for many trails to be repaired and for vegetation to cover the mountains, Mark and Diana would encourage people to start going back.

Mark didn’t follow his father onto the tennis court or into helping people with their taxes. Instead, Mark likes to golf and tries to be on the course a couple times a week. But he is happy to be carrying on the tradition his dad has set for saving the hospital money for patient care. He may not reach his dad’s total of 15,500 volunteer hours, but whatever he gives is appreciated.

“Mark and Roy are a fabulous team, and a tremendous asset to the pharmacy and to CHI Memorial,” says Pharmacy Director Sandy Vredevald. “They work autonomously, know exactly what to do, and pay great attention to detail. If they have to return medication we have repackaged in unit doses, they undo that and put them into bottles to return them. They won’t take no for an answer from our manufacturers and have gotten refunds we never would have gotten otherwise. On top of all that, they are great to work with.”
When John Joralman decided to volunteer somewhere, the Red Cross was something he knew from Pittsburgh, where he lived before retirement, and when he started at Memorial North Park, there were more than 40 Red Cross Volunteers at Memorial. “Their emphasis now is on disaster relief,” John says.

John moved from Pittsburg to Hixson on April 11, 2000. “I was actually on my way to Florida to a beautiful retirement community near Leesburg,” John says. “I just stopped in Hixson to visit my brother and his wife, who were wanting me to move to Chattanooga. The second day I was here was a beautiful, clear day, and they took me out to see the city.

“When we drove across Thrasher Bridge and I looked across at Lookout Mountain, the river, and the ridge, I was hooked. I decided I could enjoy the scenery right here and be close to my brother. I started looking for a place to live.”

John grew up in upstate New York, near Buffalo. His dad was an executive in the H. J. Heinz Company. John got a degree from Bethany College in humanities and liberal arts. He also did graduate work in Social Sciences at Indiana University and attended Eastman School of Music studying piano.

While in Pittsburgh, John was a teacher in the humanities at a 12-grade school. “I would teach social studies, history, and/or English – whatever they needed – for half a day. The rest of the day, I taught Driver’s Education. I taught Driver’s Ed here, too, for six years for Haman’s Driving School.”

Life in Tennessee

John lives with a dachshund name Snuggles and a cat named Chrissy, who after 11 years is beginning to be affectionate. Both were rescues. “I have a nice house on a little more than an acre of land,” John says.

That gives him room enough for his collection of eight antique cars. “My grandfather was a Studebaker dealer, and I had an uncle who was a Chevrolet dealer, so I have always been interested in cars. I keep them up and drive them.” He avoids traffic though, having gotten enough of that when he used to drive 50 miles to and from work.

John’s cars include: a 1952 Studebaker (which ceased production in 1966), a 1966 Mustang, a 1971 Volkswagen Beetle, a 1974 El Camino (a coupe utility pickup vehicle), two Subarus, a Lexus and a Honda Del Sol. The last two are 25 years old, which puts them just barely in the antique category.

Volunteering Is Rewarding

John volunteers on Wednesday mornings at the Outpatient Services Desk. He delivers the paper to the Administrative Offices and sometimes makes coffee. “I love the staff and enjoy helping people at the hospital.”

On Sundays he volunteers from 9:30 – 2:30 at the Main Entrance Information Desk. But before he comes to the hospital he goes early to St. Peters Episcopal Church and fixes coffee and biscuits before the 7:30am service in which he often participates. He attends worship, goes home, takes care of his pets, and then goes to CHI Memorial Hixson to welcome people.

“Sunday is a very rewarding day. Many people come from church to visit patients in the hospital.”

(reprinted from the Chattanooga Times Free Press, March 2017)

Memorial, Heart Care Exceed Expectations

I think that it is important to share with Chattanooga and surrounding areas my praise for one of your medical facilities.

This area is fortunate to have several excellent facilities. I am a resident of Cleveland (and proud of Tennova) but needed further medical care in Chattanooga. My few-day stay turned in to nine days at CHI Memorial Hospital. I cannot express the amazing, top-notch, kind and compassionate care I received. I owe my life to Dr. David Wendt and the hospital staff.

I am a registered nurse and tend to be picky about medical care. I have not one complaint about the care I received or the staff who gave it. It was obvious to me that those who cared for me love what they were doing. I was treated like the most important person they had to care for.

Thank you, Chattanooga, for this wonderful facility and all who work there.

Sue Partain, Cleveland, Tennessee
Theresa Davis could be the poster child for knee replacement. She had both knee joints replaced by Dr. Timothy Ballard in February 2008, spent three days in the hospital, 10 days at Siskin in rehabilitation, and several weeks in outpatient therapy.

By May she was back at her volunteer job at the Outpatient Entrance pushing wheelchairs, escorting patients to Pre-Op and other outpatient services and telling them about her surgery. Her walking without a limp or pain demonstrated its success. She also tells them about climbing 140 steps to kiss the Blarney Stone in Ireland.

To those facing knee replacement surgery with Dr. Ballard, she would say “You tell him he better do as good a job on you as he did on me,” Theresa says.

It wasn’t long before Dr. Ballard told her, “I want you to know I get those messages, and it really does help those patients to talk to you. You need to be in Surgery Waiting."

Now she comes in Tuesdays and Thursdays from 8-12 and shares her encouraging story and helpful tips with knee-replacement patients and their families in Surgery Waiting.

Theresa grew up in Chattanooga. She attended Notre Dame High School when it was in downtown Chattanooga, but met her future husband Phil Davis at the roller skating rink on Brainerd. They were in a Dance Club.

“He wasn’t my partner because they paired us by height, but we got to know each other at practices and when we traveled to competitions in Atlanta, Miami and other big cities. It was fun. We were married right after we graduated from high school.”

Phil got a job at the American Institute for Banking which changed names three times. He was vice president at First Tennessee when he had to take disability retirement.

“He had heart problems, and Memorial was fabulous. That’s why I started volunteering here,” Theresa says. “Phil was only 36 when he had his first by-pass surgery at Memorial in 1975. Then in 1990, when we were involved in a girls’ softball league, I was in the scoring box and he was coaching third base. All of a sudden, I noticed something going on and we were on our way to the hospital. He had emergency surgery that took 14 hours. He recovered, but was no longer able to work. Those bypass surgeries gave us extra years together.”

Three months after his death in 2004, Theresa began volunteering. She had always worked at home as a seamstress. “The best part of that was our children – Fran and Tony – never came home to an empty house. Both were born at Memorial, went to OLPH and then to East Ridge High School.”

Theresa credits her son Tony, in the Air Force for more than 30 years, with helping her recover from knee surgery. “He took a two week leave and went with me to all my therapy sessions. Then he would do everything with me at home that the therapists had done. He wanted me to be comfortable with driving before he went back to Offutt Air Force Base in Omaha.”

Theresa has six grandchildren and three great grandchildren. Tony’s oldest daughter is married, the second is a Sister with the Daughters of Charity and his two sons are priests. Fran, who has been with Raymond James Associates in Brainerd for 25 years, has two children.
Wanting to improve the joint replacement surgery experience, CHI Memorial representatives from surgery and pre-operative testing began meeting three years ago with surgeons and rehab facilities to see how they could work together to improve quality of care and coordination.

“We know that the sooner we can get the patient to the next level of care and the more information they have, the better it is for the patient,” says Sherry Fusco. “The important thing is having a plan of care, involvement of the patient, and collaboration between all entities.”

Once the doctor makes a diagnosis and the patient makes a decision and schedules surgery, pre-op testing is scheduled. The nurse educator meets with the patient, explains what to expect and how to prepare, and offers a walk through of the department. After surgery, a case manager works with the patient to be sure transitions are smooth and timely and best for the patient.

**Medicare Bundled Payment Improves Care**

CHI Memorial and the Center for Sports Medicine are coordinating care even more closely through a new Medicare Bundled Payment for Care Improvement program that is ensuring joint replacement patients receive the support they need from start to finish.

“It was great,” says Pat Coggin, retired Ooltewah High School business teacher who had hip replacement surgery at CHI Memorial in February. “Dr. John Nash with the Center for Sports Medicine did my surgery and had me meet with a Case Manager from the Center two weeks before my surgery. She helped me get all the supplies I was going to need after the surgery – a walker with a basket, bandages to change my dressing, and a special kit that is very useful. Since I was not to bend over, the kit includes a grabber to reach into the dryer, etc., a tool to help me put my stockings on, a long shoe horn, a back brush, and a tool to open and close drawers. “

What Pat probably appreciated most was having someone she could call anytime with questions about her care. This was especially helpful when Pat’s surgery had to be re-scheduled because of an infection in her teeth. “I couldn’t believe I had to have three teeth pulled,” she says.

In Pre-Operative Testing they were also concerned about infection and gave her special cleanser to use all over her body two days before surgery. Pat is recovering beautifully and is doing therapy two days a week at the Center for Sports Medicine. As soon as she can, she wants to get back to her water aerobics class at the SAU Wellness Center in Collegedale and to square dancing.

Pat taught business classes for 30 years ending with 13 years at Ooltewah High School. “God blessed me with a good teaching career. My students and I received many meaningful awards.”

The Pat Coggin Activity Center at Morning Pointe Assisted Living in Collegedale was named in recognition of Pat and her students who came once a month for 13 years to have a party with the residents. Pat was the first teacher in Tennessee to be named to the Future Business Leaders of America (FBLA) Hall of Fame for the high level of achievement of her students in FBLA competitions. She was named Teacher of the Year in 2011 by The Tennessee Lottery, and received the Leavay Award for Excellence in Private Enterprise Education by Freedom Foundation at Valley Forge, Pennsylvania for guiding students at Ooltewah Elementary in how to operate a business they started.

“I wanted to teach them about real life and needs in our community. I have been blessed.”
In March 2017, Dale and Puggy Eubanks were among 120 passengers sailing on the Rhine and Mosel rivers with Grand Circle Cruise Line. Happily, they are sharing parts of their story and photos.

Our flight from Chattanooga to Basel, Switzerland, via Newark, NJ was a few days after a major snow storm caused us flight delays and missed connections. Layovers and long flights are grueling for folks at any age, but especially for “mature” travelers! We were grateful to be greeted at the Basel airport, and escorted to our ship. The passengers were divided into three groups and assigned a director who went with us on all daily excursions, providing detailed history and culture of the area. Our director, Sjannie Hulsman, from the Netherlands, was great about answering all of our questions, and so knowledgeable about the entire region.

March weather in that portion of Europe can be a little chilly, but we like to travel in the off season when it’s not as crowded. Temperatures ranged from forty in the morning to 50s and 60s during the day. We had rain on a few days, but not enough to prevent the scheduled activities and walking tours. It did make a few of our photos a little on the dark side.

A highlight of our visit to Basel, Switzerland’s second largest city, was the twelfth-century Munster Cathedral.

Our next city was Strasbourg, France, where we visited a Stork Park, a haven for this once endangered animal and walked along old canals learning the long history of this beautiful place.

The next day, we rode a bus through the Black Forest to the resort city of Baden-Baden, a beautiful spot, where a G-7 Conference was held with the member countries including the United States. Another will be held May 26-27, 2017, in Italy.

On Monday, the sixth day, we arrived in Speyer, Germany, founded by the Romans about AD 50. The town was essentially destroyed in the 17th century with the exception of a Romanesque Cathedral, built between 1030 and 1125.

One of the highlights in Speyer was a home-hosted Kaffeeklatsch, a regular feature of Grand Circle Travel, to allow us to see inside homes and meet residents of the area. Our host’s beautiful home was over 100 years old and had original art on every wall.

The cruise passed by many small towns and beautiful hillsides, mostly covered with vineyards. We next landed in Boppard, Germany, a UNESCO World Heritage site because of
the history and culture of the region. Boppard is the home of the famous cuckoo clocks, and we purchased a very small one.

We saw more river traffic in two weeks on the Rhine, than we see on the Tennessee River in months as we walk on the Riverwalk. Because of that transport method, we also saw fewer 18-wheelers on the highways. Since gas prices were around five dollars per gallon, small cars were the rule. We passed through 33 locks on the rivers, and at times had to wait our turn due to heavy traffic.

In Trier, we had a very informative discussion onboard on the current European Union and learned that settlements were first established here before Christ. The Roman Emperor founded a thriving city here in 15 BC.

In the small country of Luxembourg, we toured the American Cemetery where the Battle of the Bulge dead are buried and visited General George Patton’s grave. Though he was killed in an automobile accident after the war, his last wish was to be buried with his men.

In Cochem, Germany, we had a nice guided tour of the Reichsburg Castle, originally constructed in the 11th century.

Kinderdijk, Willemstad, is home of the famous windmills along the rivers and canals to help control flooding. The Delta Works flood control project has been called one of the seven wonders of the world. It was engineered and built after a devastating flood in 1953 killed over 1800 people. This project has helped prevent major flooding, and New Orleans and other locations have sought their advice on low country flood control.

After touring Antwerp, Belgium, we ended our cruise with a Captain’s Farewell Dinner and said goodbyes to friends made in our two weeks together. It was a very enjoyable trip with beautiful scenery, great history, and a crew that pampered us. We would definitely recommend this adventure.
Memorial Cardiac Rehab in Hixson Transitioning to Chattanooga

Beginning the first of June, CHI Memorial Cardiac Rehabilitation Services will be consolidated, and all patients will be provided for at the Guerry Heart and Vascular Center facility. This will allow for full utilization of the newer facility with the most advanced equipment and supportive technology.

The cardiac rehabilitation facility in Hixson is undersized for the equipment required to provide comprehensive services. Many patients prefer the newer cardiac rehabilitation facility with convenient valet parking. Many of our full-time staff from Hixson will relocate to the Chattanooga campus, providing patients with familiarity and continuity. This move will also allow for the expansion of orthopedic outpatient services on the Hixson campus.

The last day of operation at the Hixson campus will be Friday, June 2, 2017. Staff will work with patients, who began May 8 to transition to the Chattanooga campus.

Chattanooga Thanks the Sisters of Charity for Work Around the World

Sisters of Charity of Nazareth were celebrated in Chattanooga on April 26, 2017, at the Chattanooga Convention Center with a special invitation to “Join the Journey.” Chattanooga leaders and friends recognized the contributions of the Sisters of Charity.

The Sisters were first invited to come to Chattanooga open St. Vincent Infirmary on a knoll on the side of Missionary Ridge overlooking East Lake in 1889. They offered elective surgery and medical convalescence. Though the Sisters were dedicated and competent, the infirmary was forced to close ten years later.

The Sisters returned in 1951 to prepare for the opening of Memorial Hospital on January 2, 1952, and the hospital has been a remarkable asset to the community for 65 years.

The work of the Sisters continues to grow in India, Nepal, Belize, and Botswana, as well as in the United States. The Sisters have always responded to needs whenever and wherever they present themselves. Their watchword is “The love of Christ impels us.”

Stories of the Journey of the Sisters inspired the guests at the dinner, and donations were given in the amount of $172,727.33, bringing tears to the eyes of the Sisters in attendance.

Nominate an Associate for the Catherine Spalding Award

The Catherine Spalding Awards for associates are given every six months. Three associates on the Glenwood campus and one on the Hixson campus are recognized. Volunteers can nominate associates they work with or observe who are living the values of Memorial every day in their work.

In 1813, Catherine Spalding was elected leader of six women forming a new religious community, the Sisters of Charity of Nazareth. It was at a time when no education for girls, private health care, or organized social services existed on the Kentucky frontier. Under the leadership of Mother Catherine, the Sisters established many schools, orphanages, and hospitals, including Memorial Hospital in Chattanooga. She has been called the founder of social work in Kentucky. She was told that “every orphan in the city claims you as their mother.”

Nomination forms are in Human Resources.

Jean Payne Named President of Professional Volunteer Society

Jean Payne, Director of Volunteer Services, was recently named president of the Society for Healthcare Volunteer Leaders (SHVL), a professional educational organization for active volunteer leaders in health care. SHVL’s national membership also included paid management staff of healthcare retail shops and retired past members through the Emeritus level.

Jean has been a member of SHVL for 10 years and was instrumental in planning SHVL’s annual conference when Tennessee was selected as the host state in 2014. Jean most recently served as vice president of long range planning and chaired the long range planning committee.

Jean was installed as president at the annual volunteer leadership conference in Williamsburg, VA, in March. The theme was Traditions and Trends, and the goal was to share ideas on how to strengthen a volunteer organization.

Scientific Proof Doors Are to Blame

Have you ever walked into a room with some purpose in mind, only to completely forget what that purpose was? Turns out, doors are to blame for these strange memory lapses.

Psychologists at the University of Notre Dame have discovered that passing through a doorway triggers what’s known as an *Event Boundary* in the mind, separating one set of thoughts and memories from the next. Your brain files away the thoughts you had in the previous room and prepares a blank slate for the new locale. It’s not our age. It’s that door.
Second Opinion Clinic at MaryEllen Locher Breast Center

The MaryEllen Locher Breast Center at CHI Memorial offers a Second Opinion Clinic to help women explore all options in order to choose the best care for their journey. A second opinion involves a review of imaging and/or biopsy results.

Women whose mammogram shows an abnormality can seek a second opinion before having a biopsy. Others may want help understanding their diagnosis or have questions about treatment options. A multi-disciplinary breast care team including breast surgeons, oncologists, a dedicated breast imaging specialist and a pathologist will review breast imaging and pathology results to develop personalized treatment recommendations.

“Getting a second opinion gives women assurance they have an accurate diagnosis and the appropriate comprehensive care plan,” says Kathy Dittmar, market director of oncology operations. “We want to empower women and offer them peace of mind that they have the best information possible.”

Many insurance policies cover a second opinion, and a physician referral is not necessary. Women interested in getting a second opinion for an abnormal mammogram or discuss treatment options can call 495-6744.

CHI Memorial Medical Group is pleased to welcome Alycia Cleinman, M.D., to CHI Memorial Center for Healthy Aging.

The Center for Healthy Aging provides quality health care that helps you remain healthy and active. Dr. Cleinman’s ability to understand your unique healthcare needs helps to ensure you receive the best care available. Her focus and experience in helping adults as they age is another reason to trust your health care to CHI Memorial.

Dr. Cleinman earned her medical degree from Ross University School of Medicine in West Indies. She completed an internal medicine internship, residency, and geriatric medicine fellowship at the University of Mississippi Medical Center in Jackson.

She served as an assistant professor in the Division of Geriatrics at the University of Mississippi Medical Center for four years before moving to Chattanooga to join the CHI Memorial Medical Group.

“It is common for people to face more health issues as they age,” says Glyn Hughes, president, Mountain Management. “Dr. Cleinman’s expertise will help them manage their healthcare needs so they can maintain an active, vibrant life.”

The Center for Healthy Aging is located on the campus of CHI Memorial Hospital Chattanooga in the Missionary Ridge Medical Tower, Suite E-786.

Tulips and Hyacinth in patterns in Keukenhof Gardens in The Netherlands. Photo by Richard and Barbara Kramer.
Coming Soon!
An exciting new feature is being added to PointsMap.
You will soon be able to access physicians by name or specialty with one touch of the finger. This new feature will give you the office street address, suite number, and phone number. In addition to this, you will be able to see a map of the office location and get driving directions if the office is not on our campus.

This feature will make it much easier to assist patients and visitors when they are unsure about where they need to be.

Stay tuned for more information about when this exciting new feature will be released and ready to use.

“Heroes are those who serve the needs of others.”

Volunteer Service Awards Dinner
Tuesday Evening, June 20
Abba’s House
Required Volunteer Inservice Education
Tuesday Morning, June 20
Abba’s House
Thursday (2 Sessions), June 29
Community Rooms

Bring Items for Baby University
The Employee Engagement Committee is encouraging employees and volunteers to bring baby items to be donated to Baby University. Baby U is a partnership between the City of Chattanooga, Blue Cross Blue Shield of Tennessee, and Signal Centers to help improve early childhood experiences of newborns in the Chattanooga area by offering intensive care management to expectant mothers. They want to help mothers prepare for their baby to have lifelong success, from a healthy pregnancy through early childhood development.

The items CHI Memorial can help with include, diapers, baby wipes, gently used baby clothing, bibs, pacifiers, and other baby things. If you would like to help, bring your items to the lobby of Human Resources and put them in the baby crib.

CHATS produced and edited by Ms. Joyce Dick