Dear Fellow Auxiliary Volunteers,

As we all continue to be quarantined from our normal volunteer activities, we have more time to reflect and to be thankful for some of the good we are experiencing. One of the highlights of my “Q-period” was a couple of “Zoom” meetings with the Auxiliary Board. The CHI Memorial Auxiliary Executive Board met on July 14. It was a learning experience for each of us, and we had some rather humorous moments with creative screen backgrounds.

We welcomed our new Auxiliary Vice President, Jim O’Connell. Rhonda Edwards, Cancer Resource Center Manager, spoke with us regarding the revised “We Care Weekend” for cancer patients and survivors and their families. Instead of the normal weekend event, a three-four hour outdoor event is being planned.

Thanks to Jean and Julie and their instructions, the Zoom meeting processed beautifully. Then on July 17, the Auxiliary Full Board met, and it was wonderful to see the faces and hear the voices of our board members. We processed through our normal member reports and were privileged to have Brad Pope - VP Human Resources, Tony Houston - Chief Operating Officer, Jennifer Nicely - Foundation President, and Betsy Kammerdeiner - Mission Leader, join our meeting. They shared Hospital, Foundation, and Mission updates, respectively. Each staff person emphasized how much the Volunteers are being missed.

On a personal note: Our oldest Granddaughter chose to live with us the past two years while attending Cleveland State Community College. She will continue her education at UTC, so we helped her move into a new apartment on July 26.

While I was making the rainy drive home alone from a hot, tiring, and busy move day, I was crying and my heart was aching, as I knew how much I would miss her. Then I saw the most vivid and beautiful rainbow I have ever seen. It calmed me instantly. I saw it as a symbol of hope, and was reminded that God is in control of my Hannah, the virus, our country, and our world.

Please stay safe and healthy,
Judy Hall, Auxiliary President
While regular fund raising events have been paused during the pandemic with the rest of volunteer activity, we are meeting our pledges with funds on hand and evaluating new ways to add funds.

The Scholarship Committee met with four students and awarded scholarships to each of them. “These were remarkable applicants, so appreciative and such good students,” reported President Judy Hall.

Two new recipients – Anna Qualey and Ohene Boateng are featured in this issue (p. 16-17 respectively). Kirsten Hicks at UTK was previously featured as was nuclear med technologist Amy Johnson.

In recognition of her achievements and graduation, we want to congratulate Amy. She says, “It has been four

long, uphill years working full time and going to school.” But she will receive her Bachelor of Radiologic Science degree from ETSU in December.

“I couldn’t have done it without you guys,” Amy says. “You have helped me so much! It has been amazing for me to have support. Now, I want to be able to turn it around and help someone else.”

In March, when Cardiac Imaging at the Atrium, an elective service, closed, Amy became invaluable as leader in the labor pool. “Basically, everyone whose job was closed was put in the pool, and we worked with security to screen everyone who came into CHI Memorial Chattanooga. We scheduled people at each entrance for the hours that entrance was open. Some are open 24/7.”

Amy also made big changes at her home. “Angie and I purged all the unhealthy food out of our house and started counting calories, cutting carbs, and eating vegetables and fruits. We also added exercise every day. We’re now on a “Couch to 5K” program, training to run a 5K.”

Amy has lost 85 pounds on her way to 150 total; Angie has lost 60; and their 17-year-old son has lost 40 pounds. “It has changed his life. It has changed all of us, and it’s a program we can stay on for life.”

Amy has also added a new position just downstairs in the Atrium to help CHI Memorial’s Convenient Care Center. “I’m doing x-ray as needed in the evenings,” she says. “I love Memorial!”

### CHI Memorial Auxiliary Board

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(above left) Amy, radiologic technologist at CHI Memorial in February 2019 and on right, Amy, 85 pounds lighter, training for a 5K. Congratulations on upcoming graduation and fitness!
CommonSpirit Health announced our new values to the entire system in May, 2020.

I believe they are powerful statements that taken together with our mission and vision statements, will continue to shape our culture as a mission-driven, high performing organization.

You would be impressed with the thought and prayer that went into the development of the Mission, the Vision, and the Core Values. Employees, board members, and community members across CommonSpirit were involved in prayerfully and carefully crafting the words for the richest meaning.

• The process began in 2017 with input from more than 52,000 who completed a Cultural Assessment survey and attended focus groups.
• Feedback was solicited from 200 participants in focus groups and interviews in December 2019.
• Surveys were completed by nearly 20,000 participants during a study in January 2020.
• More input was gathered during the mission statement roll-out efforts, along with input from senior executives and members of CommonSpirit’s board.

The Mission Statement
Identifies Us and States Why We Exist

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

The Vision Statement
Talks about who we want to become
Is Aspirational

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Our Core Values
Let us know what we need to do to achieve our Mission and Vision

Compassion
Care with listening, empathy, and love. Accompany and comfort those in need of healing.

Inclusion
Celebrate each person’s gifts and voice. Respect the dignity of all.

Integrity
Inspire trust through honesty. Demonstrate courage in the face of inequity.

Excellence
Serve with fullest passion, creativity and stewardship. Exceed expectations of others and ourselves.

Collaboration
Commit to the power of working together. Build and nurture meaningful relationships.

Support for Staff

Staff well-being is extremely important, especially in this time of COVID. CHI Memorial leadership recognizes this need and is seeking to meet it in a variety of ways. We have pulled together a team of professionals to care for frontline staff. Offerings range from online meditations and apps to informal rounding by supportive teams to more formal support groups.

I look forward to sharing with our volunteers more about what we will be doing for staff wellbeing as we continue to strive to bring the best care to everyone we serve.
“Our moments pass before us so quickly. God, help us to honor our moments of this life.”

When I heard this prayer at one of our daily Safety Huddle meetings, it really spoke to me and helped me refocus on what is important. There is no way I could have imagined we would be faced with this horrific pandemic and all that it brings and takes away. It has and continues to affect all of us in our community and globally. Our lives have been forever changed.

For now, in many ways, we are no longer allowed to spend our time the way we used to or the way we would like to due to serious safety concerns. This prayer helped me focus on all I could be doing with my time instead of what I couldn’t do.

I would definitely prefer to spend time with each of you in person…but for now, we can enjoy reaching out to one another via phone calls, text messages, emails, FaceTime, note cards, letters, and Zoom. We have had fun learning Zoom and teaching it to many of our volunteers. We have had several fun meetings, and it has been great to “see” you. More Zoom meetings are on the calendar and let me know if you are interested.

I know many of you have been “honoring your moments in life” by spending more time with your families, especially the grandkids. Some of you have helped home school your grandchildren—an amazing gift to both your children and grandchildren. I love hearing your stories of fun adventures and creative homemade gifts and artwork. Someone shared how they brought back the art of making potholders with an “easy-step weaving loom,” the kids loved! Another is expecting his first great-grandchild, which is so exciting. My niece just had a precious little boy, and I got to “honor some moments in life” by cuddling him and making dinner for the family. Treasured time for sure.

Betsey, Julie and I have been working to prepare COVID-19 Training materials for the volunteers so we will be ready for your return when we can “honor our moments” together in a big way. We can’t wait!

We have also been working with our Fundraising Co-chairs Carol McCamish and Tish Barlew on possible online fundraising sales, which we will let you know about soon.

Yes, it has been very different these past months, but we will continue to stay connected and we are ever gifted with the blessing of each other.

I have also been “honoring more moments in life” in reflection, and I know God is always there and will lead us through this journey.

Love you, Jean
The Sisters of Charity of Nazareth have seen many epidemics and pandemics, and they have responded compassionately to the need, often risking their lives to provide care. This history taken from various sources should give us courage and strength that the hospital established by the Sisters and now part of CommonSpirit will move forward through this COVID-19 pandemic.

**Cholera Epidemic 1832**
When a cholera epidemic swept the city of Louisville in 1832, Mother Catherine and the SCNs, who had just opened Presentation Academy the year before, were asked by the Louisville Board of Health to help nurse the sick and dying. The Sisters agreed and risked their own lives going from house to house to provide care. So many children were orphaned and left to fend for themselves on the wharf in Louisville, that Sister Catherine began taking care of them at the Academy. By the time the plague was over, 25 children were living with the Sisters. They established St. Vincent’s Orphan Asylum, which was dear to Sister Catherine’s heart until her death at age 65.

**Small Pox 1873**
Small Pox hit Louisville in early 1873, and again the Board of Health came to the Sisters and asked them come to the Pest House, a new hospital in the city, to care for those attacked by the disease. More Sisters came from Nazareth to help, and the response was heart-warming. A witness wrote, “The attention of the Sisters has made a great change. . . People do not look on the Pest House as certain death as was the case under the old arrangements, . . which is a great deal in praise of your noble order.” The Sisters stayed until the epidemic subsided in 1874. Sadly, 15 of the children at St. Vincent’s Orphanage died of small pox.

**Yellow Fever 1878**
Yellow Fever swept across the South in the summer of 1878. At first it seemed like Holly Springs, Mississippi, where the SCNs had established Bethlehem Academy 10 years before, would be spared because of its elevation. They welcomed people escaping the fever from other communities but soon recognized their mistake as residents began getting sick.

The Sisters closed the school and served as nurses at a makeshift hospital in the Marshall County Courthouse. Six Sisters, a priest, and 300 residents died. St. Joseph’s Catholic Church in Holly Springs now houses the Yellow Fever Martyrs Museum. After the epidemic, the school re-opened and continued until about 1890. In 1932, a vaccine for Yellow Fever was developed.

**Contagious Diseases 1890**
In 1890, SCNs were called to Louisville to nurse victims of various contagious diseases including erysipelas (a bacterial skin infection), the flu, and “Old Lady Itch” (dermatitis). They stayed for six years. The hospital was then called St. John Eruptive Hospital.

**Spanish Flu 1918**
When the “Spanish Flu” reached epidemic proportions in 1918 during the first World War, the Sisters of Charity of Nazareth were called to serve as nurses at Camp Zachary Taylor in Louisville. All the schools were closed because of the flu, so the teachers came along with nurses from the SCN hospital in Lexington. The Sisters cared for more than 10,000 troops during their time at the camp. One officer wanted them to stay even after the epidemic had lessened because the men were better behaved with the Sisters there.

But the flu was everywhere, and the Sisters went out into the mountain villages to care for the sick among people who had never seen anything like them before. In Ohio, they converted one of their schools into a hospital, In Maryland and Virginia, they offered their services to all in need. Though many Sisters suffered with the flu themselves, only three died.
Cullen Davis Leaves a Beautiful Footprint on Our Hearts; He Made Us Better

“He had a servant’s heart - compassionate, calm, and caring. His integrity never wavered. He could diffuse a difficult issue and everyone felt good. He made us better.” — John Boxell, M.D.

“Cullen told me, ‘I’m going to meet the King.’ Sister Marie Victoria and Sister Thomas de Sales will be with all the wonderful people welcoming him. He loved Memorial.” — Sister Judy Raley

Cullen Davis, a faithful child of God and a servant of Memorial Hospital from 1958 to 1988, died July 9, leaving a footprint of love on the heart of the hospital and on all who knew and loved him.

At age 9 at Vacation Bible School, Cullen gave his heart to the Lord, and he never wavered in his commitment to “Love God and love your neighbor.” With the Sisters of Charity of Nazareth at Memorial who are “impelled by the love of God,” he found and fulfilled his ministry.

In his initial interview with Sister Marie Victoria, administrator, he said, “Does it matter that I’m not a Catholic?” She told him she was not hiring him to go to Mass, she needed him to start the respiratory care department, and added, “We do things ethically here and we try to get it right the first time.”

Cullen did things ethically, and he quickly became one of her most trusted colleagues. He was put in charge of purchasing, and on trips to the bank with her, he observed how she was loved. “We'd get back, and she'd pull $100 bills out of her pockets that people had given her for the hospital,” he said. Cullen, too, loved the hospital.

In the 1950s, hospitals had separate facilities for Black people, but when a Black purchasing employee became sick, Sister Marie Victoria put him on a unit for Whites and decided it was time to end segregation at Memorial. Cullen was enlisted to help take down all the signs. “She told me if any employee objected, to have them see her to get their severance pay,” Cullen said.

Always friendly to everyone, Cullen soon knew all the employees and was aware of financial needs. He had been on a Credit Union Board at a hospital in Knoxville and suggested starting one. “No, no, no,” Sister said. “We don’t want to get into that.” When Cullen explained that a Credit Union could make small loans to employees, and then Nursing Assistants, who made $50 a month, would be able to buy a washing machine or refrigerator. “They would pay it back,” he said.

She listened and agreed. He paid the initial fee and became manager. “Our motto was ‘Not for profit, not for charity, but for service,’” he said. “We helped many employees.”

When Sister Thomas de Sales became administrator in 1967, she quickly learned she could depend on Cullen Davis. She asked him to be night administrator. “I told her on one condition: she would have to trust me to make decisions.” And she did.

“She would tell him, ‘Take care of it, Davis,’” remembers Dr. John Boxell, an ear, nose, and throat specialist, who joined the medical staff in 1970. “As much as she respected him, she always called him Davis, and he would smile and take care of it.”

“Cullen could resolve issues in a quiet, caring way that satisfied everyone involved. He was a peacemaker, a caring, compassionate person always looking for ways to help. He had great ideas, and he was also an implementer.”

As evening administrator, Cullen was always on call and had to take care of any situation that developed. He says, “I met people from all walks of life and got to know them on a personal basis.”

“I often had to deal with patients and families in times of crisis. And I can’t tell you the number of times I watched doctors come out of the operating room and wipe tears from their eyes before they could talk to the family. The people here are wonderful and that’s what I will miss,” he said at his retirement.

(continued on page 7)
Dealing with the Frightening Pandemic of AIDS

One important story Cullen Davis told in an interview two weeks before he died concerned the first AIDS patient at Memorial – and possibly Chattanooga’s first.

As night administrator he received schedules of everything going on in the hospital. He saw that Infection Control was having an educational forum on a new virus that caused AIDS. He and the nurses learned how the virus was transmitted and how to protect against it.

One evening not long after that session, he got a call from the charge nurse. A patient with AIDS wanted to be admitted. He was at the Chattanooga airport on his way from Florida to Louisville. He had been ostracized by his family and was going to a nursing home where he knew he would die.

The plane had mechanical difficulties that couldn’t be taken care of until the next day, but he needed to be in a hospital. They had called another hospital in town, but it wasn’t prepared to care for an AIDS patient.

Cullen called the airport and said, “Of course, we’ll take that AIDS patient. We’ll send an ambulance to get him.” He had to verify with the pilot that he had the authority to do it, and the patient was soon admitted.

“I knew what floor and which nurses would know what to do to take care of him,” Cullen said.

A day or so later, Sister Thomas de Sales got a call from the Sisters of Charity of Nazareth Nursing Home thanking her for taking care of the patient. He had been admitted to the nursing home where the Sister who had been his second-grade teacher was a constant presence to him until he died. The Sisters had petitioned the legislature in Kentucky to be able to admit patients with infectious diseases to their nursing homes.

After the first cases of AIDS in 1981, infection from the human immunodeficiency virus (HIV) grew to pandemic proportions, causing an estimated 65 million infections and 25 million deaths as of August 2006.

Dr. Boxell remembers when the heart surgery program began and surgeons were concerned that too much time elapsed between procedures. They went to Sister, and she told Cullen to take care of it. He talked to the physicians, found the need was another heart pump, and ordered one.

“I remember him standing at the physician’s entrance encouraging doctors to get cell phones and showing them how useful they were and they’ve only gotten more so. He was highly respected.”

Sister trusted Cullen so much to do what was right and what was needed, that she would never be away from the hospital unless he was there, Dr. Boxell says. “She told him if he wanted to take a vacation, he should check her calendar first and not schedule it when she was gone.”

At retirement, he had 13 months of paid days off he hadn’t taken. He appreciated so much the opportunity to serve and see the hospital grow from 186 beds to 345 beds.

“He also bought Sister her cars when she needed one – but it had to be an Oldsmobile,” Dr. Boxell says. “She was sometimes called the “flying nun” for her tendency to drive fast.”

Dr. Boxell and his wife Marilyn became good friends with Cullen and Carolyn and often went together to Nazareth to visit the Sisters. “I told him the best thing he ever did was to marry the love of his life.”

Cullen met Carolyn, a med-surgical floor nurse, when he began working evenings. They married in 1974 and continued working the evening shift for 14 years. They were married for 46 years.

Chattanooga Cares and The Home Place

Memorial supported Jim Samples, who started the Community Kitchen to feed Chattanooga homeless and Chattanooga Cares for AIDS education. “I will never forget the kindness the people at Memorial showed to a friend of mine with AIDS. So many people were afraid to get involved. Even families would not help. I wasn’t afraid - and Memorial wasn’t. People just didn’t know, and education was my goal.”

But when more people were getting sick and dying alone and homeless, Jim looked for more ways to help. Sister Ada Marie Kost at Catholic Charities helped with clothing and other needs and enlisted Memorial to help with medication and much more.

“Some were sick, but many were homeless, having been ostracized by their families and friends,” Jim says. “The community came together to create a place.”

Memorial donated a house across from the hospital. Others donated furniture, linens, lamps, video movies, dishes. The Home Place provided efficient rooms for seven residents in a safe home-like setting. Jim remembers Memorial’s compassionate support of the Home Place, the Community Kitchen and the Homeless Clinic through Catholic Charities. The hospital continues to support all three, and in FY2020 gave $92,000.
“People love Joe’s beautifully crafted crosses; many are tearful when receiving one,” says Father Mike Creson, sacramental minister to CHI Memorial. “The rare wood gives the cross a beautiful simplicity. It’s something they can hold and feel. I tell them to live close to the wood of the cross and assure patients Jesus will carry us - even into the next life.”

An accomplished woodworker, Joe Lubinski started making crosses for Father Mike and the chaplains about three years ago. “Father Mike showed me a sample, and I came up with several sizes and types that he liked. I’ve been doing it ever since then.”

Joe has been a volunteer Eucharist Minister at CHI Memorial for about 22 years, assisting the chaplains on Saturdays by taking the sacraments to hospital patients who request it.

“This is the most rewarding ministry I have ever done,” Joe says. “Every day is different and always inspiring. The nurses tell me of patients with special concerns, and I have the opportunity to talk to them and say a prayer with them.”

Joe came up with a special cross for hospice patients that is a little larger with more detailed scrolling. He shops for exotic woods in Atlanta, looking for scrap pieces. “Cutting them is the easy part; finishing them take a lot more time. The Hospice crosses take about eight hours each. Father blesses all the crosses before they are given out with prayerful assurance.”

Joe basically taught himself to do woodworking nearly 30 years ago, having watched his dad and uncles. “They did more cabinets, carpentry. I like the scrolling and more artistic work, like creating unique ornaments or heirloom pieces that people will treasure and pass on to other family members.

Born in Pittsburgh, Joe has a degree in electrical engineering from Penn State. He retired in 2015 from General Electric after 42 years of involvement in building, designing, testing and commissioning power plants all over the world.

“I worked on steam heating plants, coal, nuclear, hydro, combustion gas turbines, wind-generating units; it was quite specialized work,” Joe says. “I was often brought in for projects that were in trouble, for clients who wanted to get a plant up and running and wanted us to do whatever we had to do to get it done in the shortest possible time period. Though the work was often stressful, in a pressure-laded atmosphere, it was challenging, and I kind of hated to see it end.”

Joe often had to get his visa extended and call his wife to tell her it would be two more weeks or so before he could come home. “I spent a lot of time in the Middle East in Saudi Arabia, Qatar, Egypt, and Iraq with very tight security. I had to have security people with me almost 90% of the time.”

Joe met his wife Anne in Kansas City early in his career with a consulting firm. Her parents met in the military; both were in World War II and Korea, and her father was also in Vietnam. They retired in Overland Park, a suburb of Kansas City.

Joe came to Chattanooga with a consulting firm and did a TVA project. Then contracted with General Electric and was offered a permanent position with them, based in New York for three years and then in Atlanta. “We almost moved to New York, but it was like a sign from God that we stayed in Chattanooga, even though I was often away from home.”

Their three children – two girls and a boy and six grandchildren all live in the Chattanooga area. They are active at Our Lady of Perpetual Help. Joe works with the St. Vincent de Paul group that does charitable work in the community – visiting families, assessing emergencies needs, and finding ways to help.

He is also involved with the Prostate Cancer Support Group, having had surgery two years ago, and again facing radiation treatments at CHI Memorial. Anne is busy with grandchildren - and quilting!
Diona Brown, Vice President of Cardiovascular Services, says they are happy to be back at work taking care of patients with heart problems. “People are getting the care they need, and volumes are increasing.”

Diona is especially pleased with the renovation of the entire first floor of the Heart Institute. “The lobby is beautiful, so inviting. It is totally refigured to increase capacity for providers to see more patients and improve work flow. We love it.”

An Auxiliary pledge helped with the Eric Conn Lobby renovation.

“We have also just welcomed three vascular surgeons, which definitely strengthens the total care of the cardiovascular patient,” Diona says. “Most patients with vascular disease of any kind also have cardio-vascular problems and vice versa. Having them in the group allows for more coordinated care and better continuity of care. They also bring advanced treatment capabilities.”

Diona, a lifelong Chattanooga resident, started at Memorial as a phlebotomist while studying nursing at UTC. An Auxiliary scholarship helped with her with tuition. After graduation, she worked in Surgical Intensive Care which provided post-operative care for cardiac surgery patients.

“The hospital had been doing open heart surgery for more than 10 years, and I began to get experience in cardiac care,” Diona says. “But cardiac really took off with the opening of the Heart Institute in 1992, which brought in more cardiologists, and we began to focus on growing the program.”

“Jill Aplin, the director of Cardiac Services, encouraged me to be the Cardiac Cath Lab Director, which I did for 12 years. When Jill left in 2001, I became Cardiac Service Line Administrator. Jill is now Vice-Chair of the CHI Memorial Board.”

Diona completed her Master’s degree in Health Services Administration in 1998 while serving as Vice President of Patient Care Services/Chief Nurse Executive for six years. In 2014, she was named Vice President of Cardiovascular Services – a huge responsibility to insure smooth operations within the Guerry Heart and Vascular Center and to develop the vision and strategic plan with physician leaders and the administrative team. All heart and stroke related services and emergency services report to her.

She actively participated in planning for work flow, design, and implementation of the Guerry Heart and Vascular Center. The Heart Institute has 27 cardiologists, three cardio-thoracic surgeons, and now, three vascular surgeons. They offer a comprehensive multi-disciplinary approach to cardiac care with the latest technology.

CHI Memorial’s Heart Program has won numerous awards over the years being named one of America’s Top 100 Heart Hospitals for several years and for establishing and maintaining high standards. They received a 3-star award for outcomes for open heart surgery in 2019. “We expect to get that again, because our numbers are good,” Diona says.

Traveling Is Her Thing

Diona loves her house, her yard and flowers, and a pool in Falling Water, just north of Hixson. She shares the house and pool with her mother Shelia and a German Shepherd-Malinois mix named Hoover. “He eats kind of like a vacuum,” she laughs.

But her real thing is travel with family and friends. She’s been to Italy twice, on a river cruise on the Rhine, to Glacier and more. Unfortunately, her scheduled cruise to Greece in May had to be postponed.

What she has missed most the past few months is the Employee Fitness Program. “Before COVID, I got my workout in the 7:15 Circuit Class two or three times a week. I also do a lot of walking and help organize our team for the Heart Walk every year. It may be virtual on October 10, but we hope you’ll still participate.”
By Chyela Rowe

In my first year as Arts in Healthcare coordinator, I found a visual and musical presence that was vibrant but longing for care and curation. Many staff members have told me how much it means to have art reflecting the complex feelings and experiences that happen within our care-giving spaces. The art has, for many decades, served to help staff, visitors, and patients center themselves.

Likewise, our volunteer musicians, CSO quintets, UTC Music Therapy students, staff members and occasionally visitors have blessed us with music that inspired singing and dancing in the hallways. I have witnessed creative languages help many of us connect to resilient parts of who we are and why we choose to cast our collective energies towards healing and caring.

Since March, however, much of what we depend on for structure and routine has been disrupted. With these changes, our current visiting artists (Jaime Barks, Libby Newell, and Maria Willison) agreed to leave their artwork on loan until new exhibits can safely be installed.

In the entrance-B lobby, Maria Willison’s hope is that you will see yourselves in the sculptures which honor the spirit of our hospital’s core values. Libby Newell (4th floor- infusion center hallway) wants the colorful drips of her abstract watercolor paintings to provide a whimsical place to escape and rest or re-charge with mindful reflection. Jaime Barks (2nd floor near Cardiac Short Stay) continues to churn out colorful branches, trees, and forests that embody the calm of woodland trails and a storm of inner human landscape. And AIM Center Artists have been busy behind-the-scenes creating artwork reflecting on their experiences this spring, which we plan to have on display in the fall.

Without our usual methods of connecting community artists to hospital spaces, I have shifted my focus towards creatively supporting staff wellness. I am currently focusing on my second year of PhD studies in expressive therapies (through Lesley University in Cambridge, MA). I am preparing to research factors that contribute to stress, burnout, and resilience in healthcare.

This spring, furlough time included reading over 200 empirical studies related to burnout and stress in physicians and nurses. While the issues and factors vary, the research helps guide how we support one another well in such unprecedented times. With a rich array of coursework ahead, I am focusing attention on topics that will highlight what is needed to best care for our caregivers. I look forward to finding creative ways to support our mission as we continue innovating, inspiring, and healing together.

For information about Arts in Healthcare, or to share your thoughts and ideas about creatively supporting staff wellness, please email Chyela_Rowe@memorial.org

The Alabaster Box - “You do what you can, and it is beautiful.”

Chyela Rowe says, “As part of my doctoral program, I was asked to explore a qualitative question while apprenticing with an art instructor to learn a new art form. I have always been captivated by Mark 14:1-11. It centers on the powerful actions of a woman who broke an alabaster jar of expensive perfumed oil to anoint Jesus.

“At no point in the story do we hear her thought or words, only the opinions of others,” Chyela points out. “I was curious to see if taking a dialectic approach (the art of investigating or discussing the truth of opinions) to the scripture would reveal new insights.”

“Under the (distanced) guidance of an art instructor, I attempted a self-portrait collaged with photographs. As I carefully drew the figure and placed the photographs, the truth became clearer to me. Mary’s story, her decisions and actions were bold, wise, and full of compassion. In my listening for her thoughts and words, I heard them through the voice of Jesus after the others had scolded her. He said, ‘Leave her alone. She did what she could . . . she has done a beautiful thing.”

“These insights into Mary's experience and bravery brought to mind the actions of our staff that may go without acknowledgement. Sacrifice, bravery, and generous compassion are daily habits in healthcare. If anything, this arts-based exploration is a whisper into the strain of a pandemic. It has given me a voice to encourage our staff: ‘You do what you can, and it is beautiful.’”
She Traded in Sneakers for Nursing Shoes

Rhonda Hatfield, Chief Nursing Officer at CHI Memorial, moved to Chattanooga in 1992 with three Junior Olympic medals in basketball, four seasons of excellence in basketball at Franklin County High School, and basketball and academic scholarships to UTC. Standing six feet tall, she played center and small forward for the Lady Mocs, spending hours in the gym and traveling.

“After my first semester in Nursing School, it was time to hang up the sneakers and focus on my nursing career,” Rhonda says. Leaving the gym, she took a part time job at Life Care of East Ridge as a nursing assistant.

In her senior year in 1995, Rhonda came to Memorial as a nursing assistant in medical intensive care. After graduation, she joined the staff as an RN in MICU. She lived on campus all four years of her undergraduate degree. In 1997, she returned to UTC to complete her Master’s degree in Business Administration. “I loved all my time at UTC and am now proud to serve on the Alumni Board.”

In 2003, she was promoted to Manager of Medical Intensive Care. Over the next ten years Rhonda became Director of Critical Care, responsible for the all critical care departments, dialysis, respiratory, two emergency departments, and more. In 2015, she became Chief Nursing Officer and Senior Vice President of Clinical Operations. “For the past five years, a major focus has been on recruitment and retaining of excellent nurses, something CHI Memorial is extremely proud of,” Rhonda says.

“In 2015 we used travel nurses to fill vacancies. So, we began working to strengthen our relationship with nursing programs in the area to attract outstanding graduate nurses.”

She led the initiative to establish a Nursing Residency Program, which quickly became accredited as a Practice Transition Program by the American Nurses Credentialing Center, Tennessee’s first program to achieve accreditation.

“The Residency Program gives new nurses a strong foundation in using their skills; it gives them confidence in decision making at the bedside. It also helps them become a valued part of the team. We also expanded overall staffing, which is always a work in progress.”

Under Rhonda’s leadership, the nursing program has achieved its highest ranking to date for effective teamwork between physicians and nurses. Employee and physician satisfaction scores have been consistently high.

Dealing With COVID-19 Since March 6

Rhonda meets with a leadership team daily to review the COVID process. “We have had to adopt new ways of practice, evaluate elective surgeries, and set up special isolation units in the Clinical Decision Unit and Cardiac Intensive Care. Our world continually changes,” Rhonda says. “Thankfully, we are back to doing electives, and encouraging people not to put off coming to the ER. We are taking every precaution to protect them from the virus.”

Rhonda and her husband Wade Hatfield (related to THE Hatfields of the famous feud with the McCoys) have what she calls “a hobby farm” near Chickamauga.

Rhonda’s mother MaryAllene Cowan, her sister Robyn, Rhonda, and Wade on their annual trip together.

“We have cattle, goats, and miniature donkeys.” Wade works locally for Service Electric Company.

She grew up on a 125-acre farm in Winchester with her sister Robyn, now a pharmacist in Chattanooga. “My parents were civilian employees at Arnold Air Force Base in Tullahoma. My father was an engineer working with jet and rocket engines in the mile-deep test cells at Arnold, and my mother worked in data entry. My dad died 14 years ago, but my mother still lives on the family farm in Winchester, renting most of it out for crops.”

Rhonda and Wade follow his 14-year-old daughter Amanda’s AAU volleyball team in the spring and Mt. Juliet High School Lady Bears volleyball in the fall.

Rhonda is currently enrolled in a Doctorate of Business Administration program at Trevecca Nazarene University in Nashville. She hopes to complete the 32 month program in January of 2023.
Deb Moore has once again been named Administrator of CHI Memorial Hospital Hixson and Rebecca Jones, who has been at CHI Memorial for 11 years, is Director of Clinical Operations. Both have multiple other responsibilities and have established records of efficient management. Deb is Vice President of Oncology Services, and Rebecca is Market Director of Emergency Services and Director of the Clinical Decision Unit (CDU), which is one of the COVID-19 units.

“Our team in CDU has certainly risen to the occasion,” Rebecca says. “They had to totally transition from being an observation unit into a unit treating patients whose condition could change rapidly. We’ve also had constantly changing guidelines, as we have learned more about the virus. The staff has really owned the situation, and they are doing a phenomenal job.”

Rebecca meets with the leadership team several times a week to review the latest information and discuss what is happening on the pandemic scene. All COVID-19 patients are sent to CHI Memorial Chattanooga, which has averaged 30 COVID-19 patients a day for several months.

Rebecca took on the responsibilities at Hixson in February. “We have a great spirit here, though everyone misses the volunteers. We are seeing gradual volume growth since we began doing elective procedures again. The community is realizing the hospital is a still safe place to come if you need care.”

She is especially pleased that the Hixson hospital has improved on scores for infection control and on meeting their safety and quality goals. “Our patient satisfaction score is going up, too, which is a goal we continually work to achieve.”

Born in Chattanooga, Rebecca graduated from Red Bank High School and earned her bachelor’s degree in nursing from UTC. She is currently enrolled for a master’s degree in nursing with plans to graduate in March 2021. She and her husband Adam, an actuary at Unum, went to high school together and later reconnected when they were in their 20s.

Their children Justin and Savannah were 14 and 15 when the family was forever changed five years ago.

It started when Rebecca’s nephew Taylor and his girlfriend, who both suffered from drug addiction, had a baby. Little Isaac was just two weeks old when the girl friend left their baby with Taylor and Rebecca’s mother.

“The family tried to help Taylor stay connected to the baby and go into rehab, but he refused help and was in and out of Isaac’s life,” Rebecca says. “After about three months, Adam and I sought emergency custody and began pursuing termination of Taylor’s parental rights. We had never thought about having another baby or adopting a child, but we knew God was leading us down this path. We didn’t want Isaac to go into foster care or have something tragic happen to him.”

“All of us adored Isaac from the moment we brought him home, and he seemed to flourish surrounded by people who loved and cared for him consistently. We were heartbroken when Taylor lost his battle to drug addiction and died in 2017,” Rebecca says. “But we were grateful that we had Isaac.”

When Child Protective Services told Rebecca that Isaac had a half-brother named Daniel in foster care who could be adopted, the family was surprised, to say the least. They knew adopting another child was a huge commitment and responsibility. “We had some tough conversations, but we agreed we should do it, and we thought it might help Isaac have more of a family bond.”

“We never dreamed how close the bond between Isaac and Daniel would be. Seeing the two of them together is like nothing I have ever experienced. They love each other so much, and all of us are madly in love with the boys. We all believe God wanted this for our family.”

And the timing was good. When Rebecca’s responsibilities increased, schools closed because of the pandemic, and Savannah and Justin were home doing online schooling and could provide extra help at home.

**Rebecca’s family was featured in the Summer 2020 issue of Our Voice. The adoption was final in August.**
Bob Greuter grew up in Newark, New Jersey, was drafted after high school graduation and deployed to Vietnam. Working in an office next to the Post Exchange (PX), he got acquainted with the beautiful young manager.

“Anh and I dated a few times,” Bob says, “but then she received a scholarship from one of the officers to come to the United States to study. She left for Warren Wilson College in North Carolina before my term was over.”

After Bob completed his service, he went to work for U.S. Pipe in New Jersey and was transferred to Chattanooga, where he worked and earned a degree in mechanical engineering at UTC. He remained in contact with Anh, and in summers when she worked as a waitress in Wildwood by the Sea, New Jersey, he went to see her some weekends going to the beach or to movies.

“When Anh graduated with her degree in social work, we went to New Jersey, got married and came back to Chattanooga,” Bob says.

**Working to Resettle Vietnamese Refugees**

When Vietnam fell and many refugees came to the United States, Anh worked as Refugee Coordinator for Southeast Tennessee for Family and Children’s Services. “When refugees were sent to Chattanooga, Anh assisted them in finding a place to live and a job and helped them acclimate to our culture. She also worked with Catholic Charities to provide other services. Many of her clients are still here—and many own nail salons in the area. The Vietnamese are industrious.”

Helping a gentleman with adoptions, Anh went to Vietnam and was also able to complete paperwork for her mother, two sisters and two brothers and their families to come to the United States. “In two months, I had all these relatives living close to us—a new and exciting experience,” Bob says. “Most of them have moved now to Florida, Virginia, Texas, California, but it was wonderful they could come.”

Many of the Vietnamese women Anh sought jobs for were excellent seamstresses, and the companies that hired them often asked for more workers.

“When the Coronavirus hit and masks were needed for healthcare workers, these seamstresses got together and made face masks. Anh was one of them, and they donated nearly 5,000 masks to CHI Memorial and other healthcare facilities.”

Bob’s volunteer work at CHI Memorial and the Aquarium began 12 years ago when he retired as national sales manager after 36 years working for Chattanooga’s U.S. Pipe plant (no longer exists). “I traveled all over the United States calling on water companies and water works distributors to sell the fittings, valves, and fire hydrants made in Chattanooga. Other plants made pipe.”

He has been volunteering in Registration at the Hixson campus on Tuesday and Friday mornings, greeting and escorting patients to the GI Lab. “I really enjoy the interaction with patients and the staff. I hope to get back to it soon.”

Bob and Anh also hope to get back to traveling. They have been all over the world. “We’ve been to Alaska, SE Asia, Australia, New Zealand – just about everywhere except Africa. We had planned this spring to fly to Vancouver and take the Canadian Pacific railroad through Banff and Lake Louise - a great trip.”

They do mostly cruises now, but Bob agreed to one bus trip to Western national parks and loved it. “We had an educator on the bus who entertained us and gave us interesting stories and history of the area. Jackson Hole in the Tetons is a favorite.”

Being home more now, they have worked in the herb garden, and Bob has been able to enjoy Anh’s cooking of all types of cuisine – French, German, Spanish, Mexican, and Asian. Their daughter Kim is an attorney in Chattanooga. “She works for the Social Security Administration writing appeals for disability cases, and we see her frequently. I am a very fortunate man,” Bob says.
Just over a year and a half ago, Catholic Health Initiatives (CHI) and Dignity Health came together to create a new organization, CommonSpirit Health, with the mission to improve the lives of millions of people. Nobody imagined we would be doing it while facing the biggest health care crisis of our lifetime. You will soon hear from our Office of Diversity, Inclusion, Equity and Belonging about discussions we’ll be holding all across our organization. These meaningful conversations will create safe spaces for every one of us to share our honest thoughts about how injustice and inequality in health care affects us and our work, and how CommonSpirit can make a difference.

**Taken from a letter from CommonSpirit CEOs Lloyd Dean and Kevin Lofton:**

“As healers, we cannot watch the killing of George Floyd and the violence that has erupted during otherwise peaceful protests without deep sadness. However, having seen the impacts of systemic racism in healthcare for decades, these recent events sharpen our resolve to demand justice, truth and dignity for all” . . .

“Racial disparities in health status are not new to us. Solving these problems is at the heart of what we do at CommonSpirit (a healing ministry of 150,000 people). We provide health care to all who are in need. That’s our starting point. . . Health problems begin with and are exacerbated by so many other factors, from housing to hunger, education to employment. Access to health care is a critical factor . . . we must commit to equal justice for all.”

**CHI Memorial CEO Janelle Reilly wrote volunteers:**

“As Chattanooga’s only faith-based hospital system, CHI Memorial stands against racism in all of its manifestations. Together with our foundresses, the Sisters of Charity of Nazareth, and CommonSpirit Health, we stand against violence, and we believe that only non-violent protest will bring about the justice and peace we all desire for our community and our nation.”

**White Coats for Black Lives at CHI Memorial - Prayer for Justice**

Medical personnel were encouraged to wear white coats if they had them and meet together on CHI Memorial campuses in Chattanooga, Hixson, and Georgia for a Prayer for Justice for all. After the prayer, all observed eight minutes and 46 seconds of silence in memory of all the lives lost due to racial injustice.

**The Sisters of Charity of Nazareth Speak Out Against Racism.**

“We join in prayer with our neighbors . . . feeling sadness over these senseless deaths. We stand with all who are enraged by the continued taking of innocent black lives. We affirm the despair that the Black community feels because voices have not been heard and we believe there can be no true peace until there is justice for all.”

“As a predominantly white community within the United States, we acknowledge our part in the sin of racism. We recommit ourselves to self-examination, to prayer and to advocacy for the elimination of racism in all its forms.”
Angie Stiggins (formerly Hullander) has been officially named Administrator of CHI Memorial Hospital Georgia, in addition to her role as market leader for Ancillary Services. Angie has a strong track record of efficient hospital operations with high patient and physician satisfaction. She has served at the Georgia hospital in operations and various roles for more than 30 years – even before it became CHI Memorial.

Though the Coronavirus has changed things somewhat at the Georgia hospital, Angie is excited to report some great things happening at the hospital and on the Parkway.

“Our Imaging Center and the MaryEllen Locher Breast Center at 4700 Battlefield Parkway opened on August 3, and we are now offering a full range of the most advanced imaging services – MRI, CT, diagnostic imaging, and untrasound.”

“The MaryEllen Locher Breast Center is located in the same building. We have 2-D and 3-D imaging, breast MRI, bone density, and other advanced technology, plus a radiologist on site to offer the same timely and compassionate breast care as the other locations. This is so important for women in North Georgia.” A breast cancer survivor herself, Angie has a special interest in providing outstanding breast care.

A free-standing outpatient facility, the Center is competitive with pricing, which Angie says is a great benefit to patients. “What a blessing that CHI Memorial is making this community a priority and restoring services that the community once had. Fort Oglethorpe deserves quality service close to home.”

For convenience, the Center will offer evening and Saturday hours. CHI Memorial Hospital Georgia

The Emergency Room at CHI Memorial Hospital Georgia has been busy, and elective procedures will begin soon – maybe in August. “We transfer any patients with COVID-19 to the Chattanooga campus where they can be isolated in specially equipped units and receive the best possible care,” Angie says. “We are well prepared to take care of all other patients.”

Sleep Lab Opening Soon

The big event coming up on the hospital campus will hopefully happen in September.

“We are getting ready to open a Sleep Lab on the hospital campus, which is something we have not had before at this hospital,” Angie says. “We will have two bedrooms initially, and will be able to open to four beds as needed. This will be a great service to this community.”

The sleep clinic where patients will go for initial evaluation will be on the Parkway in the Medical Office Building. Not every sleep issue needs an overnight or daytime sleep study.

The newest treatments will be available at the Sleep Center.

(Pictured far left) Angie was married in May to her best friend for nine years. “We had a very small wedding, We stayed within our bubble and post-poned our honeymoon.” Angie did take a quick trip to the beach with her granddaughters - Brooklyn (middle) is almost 7 and Gracie (on the right) is almost two years old.
Captain of the tennis team and a Notre Dame senior, Anna Qualey was on Spring Break when she learned that Notre Dame was suspending classes and athletics, and she would be doing on-line learning because of the pandemic.

“It was disappointing that we missed out on opportunities to go to tournaments we had been preparing for all year, and we had a great team,” Anna says. “But I feel we were a part of history, a unique class, and this was an unforgettable senior year, really.”

She enjoyed classes through Zoom and Microsoft, “but I actually got tired of sleeping in and not having a busy routine,” she laughs. Graduation was different, too, on the football field with only immediate family in attendance, though her grandparents didn’t attend for safety reasons.

“The school and our teachers did everything they could to make the year memorable. I was surprised one day to see one of my favorite teachers on the porch delivering my cap and gown.” Anna graduated with a 4.1 GPA, even after taking every science elective she could because of her interest in health care. Her interests are far ranging – from government to tennis and extra-curricular activities.

Anna started playing tennis when she was seven, but didn’t get into league play until she was 12.

“I felt like it was my dad’s sport, but he was glad for me to play at OLPH and Notre Dame and in summer leagues.” She was recognized in 2019 in Best of Preps, which honors Chattanooga’s top athletes and coaches.

Anna’s adaptability, her positive approach to change, and her ability to excel and do her best under any circumstances made her an exceptional candidate for the Auxiliary scholarship. She begins classes soon at UTC, majoring in Exercise Science with a focus on Health and Human Performance to get the tools she needs to go on to graduate school for a Doctorate of Occupational Therapy.

“My dream career is to become a successful Occupational Therapist in the Chattanooga area and make a difference in the community.”

Anna has volunteered two summers at CHI Memorial, assisting at several information desks. “I think my time serving at Memorial has shaped me into a more compassionate and hardworking individual,” Anna says. “I have become more familiar with the hospital environment and the daily life of a hospital employee.”

A member of the Youth Group at Our Lady of Perpetual Help, Anna has been an exceptional leader of a weekend retreat called Search (Search for Christian Maturity), preparing meals to conducting prayers services and serving as a co-director to coordinate the entire weekend, set a positive, cheerful tone, and encourage others to search out their Christian maturity.

Anna grew up in Chattanooga near Audubon Acres and her family often walks there. “I love that it is tucked away in a neighborhood, with so much history preserved.”
Inspired by the movie *Gifted Hands* about Pediatric Neurosurgeon Ben Carson, Ohene Boateng’s dream to become a neurosurgeon began when he was five years old. As he witnessed his sister Esther and others in pain and was unable to help them, his passion increased. “I wanted to be able to help.”

“My vision of becoming a doctor fueled my desire for academic success,” Ohene says. He was recommended to DeKalb Academy of Technology and Environment in Atlanta in fifth grade because of his abilities in science and math. He was also excelling in soccer and other activities.

Then came an abrupt change. “My father, an engineer and a first-generation U.S. citizen, was promised a job in Ghana, and we moved. When we arrived, my father learned the promised job didn’t exist. Our family descended into poverty and my parents divorced. At times, I would go to bed hungry, and at times we’d sleep on the floor of my mother’s workplace.”

For five years in Ghana under very trying circumstances, Ohene attended school but detached from his dreams. “I had to focus more on life’s necessities, but I think the education system there challenged me to become more independent and take more initiative on my own. I had to learn for myself.”

Two years ago, Ohene’s mother was able to bring Ohene and Esther to the states. “My mother’s faith is strong, and she never gives up on making sure we are in the right circumstances, and somehow God helped.”

Mrs. Boateng is a cook at Manor House Assisted Living in Red Bank, and Ohene also worked there and went to Red Bank High School. They lived close enough he could walk to school and work.

At Red Bank High School teachers were skeptical at first when he signed up for some of the most rigorous courses available, while also playing soccer and football, and joining the track and field team. But he maintained high scores and was invited to join the National Honor Society and the National Beta Club.

“My boss at Manor House, Patricia Doubleday, told me I should volunteer at Memorial to see if I really wanted to go into medicine. Her husband Mike Doubleday is a volunteer. They took me under their wings, and introduced me to Jean Payne and Betsy Runyan, and I was able to volunteer. I had a great time, and being exposed to the hospital environment strengthened my passion to become a doctor.”

Betsy says, “Ohene stepped right in and did an amazing job. We asked him to cover several different locations, and he did so with such a positive attitude, it created a wonderful experience for everyone. He connects with people of all ages and makes them feel at ease.”

Ohene’s vision for the future is clear: The first step is to earn an undergraduate degree at UTC with a biology major, to quality for medical school, and then become a neurosurgeon. He demonstrates the character, the determination, and the tenacity to achieve those goals, and is grateful for the people who have helped mold his life.

“I feel truly blessed for all that I have right now,” Ohene says.
Memorial now has 10 new pairs of hands and feet and 10 more hearts to provide spiritual care for patients and families, as the Clinical Pastoral Education (CPE) Program continues with two new classes that began in July. With hospital chaplains on the front lines during the pandemic, this program offers a significant benefit to patients, whose own clergy may not be able to visit. And the Auxiliary has helped make it happen!

The first group of three CPE externs completed one unit of CPE training in June after six months of education and clinical practice.

“The pandemic necessitated some changes to the program,” says Bill Hawkins, the ACPE certified instructor administering the program and CHI Memorial. “We had to go to Zoom educational meetings for the last three months, and students could choose to come to the hospital to visit patients or make visits to church members for their clinical practice. One chose to do hospital visits, though he did not visit patients with COVID-19.”

Two of the externs are continuing in the second extern session which will run through December. They attend educational sessions for five hours and on two days a week come as volunteers to visit patients from 4pm to 9:30pm and are on call until 8am. Two additional externs have joined the program.

“We have made one change in the program that seems to be working very well,” Bill says. “The externs all come on Thursdays from noon to 8pm to interact more with the professional chaplains. The chaplains serve as coaches or mentors, and together - chaplain and student - they visit the units assigned to the students.”

“The professional chaplains on the hospital spiritual care team are all board certified. CHI Memorial chaplains are all well-experienced and mature and willing to invest in helping people learn and grow in their call to ministry,” Bill says. “I think the chaplains also feel that collaboration with the students has sharpened the edge of their pastoral care skills.”

One of the externs who graduated has moved into the resident program. Five of the residents are full-time paid employees and one a full-time volunteer. They spend 16 hours a week in group instruction and 24 hours in clinical practice. Bill schedules them on different shifts and units to help provide spiritual care coverage in all areas.

CPE students do a written verbatim of what is said at their visits and report it; the class listens; and together, they go over very closely what was said.

“These verbatims are hopefully addressing the student’s goals, which are set in the first session,” Bill says. “If someone is not comfortable talking about death, I try to put them in the emergency department or ICU where they may be called on to talk to someone who is dying. I want to be sure that they have an opportunity to learn and grow in the areas they feel a need.”

This diverse group of students represents several denominations and cultures. Sushma Bodra, SCN, is from India and hopes to return home in October. (See page 19 for more about Sushma). One student is from Chili, and others from the Chattanooga area.

“I am impressed with the passion and dedication of the students. They seem highly motivated, and the new residents have integrated quickly into the hospital system. Having a diverse group brings in a variety of perspectives, which is important in the learning process. They need to learn to work closely with people who are not just like them, who are not members of their denomination.”
Her Love of God Continues to Guide Her

Plans were uncertain for Sushma Bodra, SCN when the pandemic closed all travel to India. Sushma had come to Chicago to study for her Master’s in Pastoral Studies at the Catholic Theological Union in August 2018, and she also registered for a certificate course in Spirituality. Her studies were almost complete this spring except for one online units. But she couldn’t make plans to go home because of restrictions on international flights to India.

Sushma grew up in Jamshedpur, India, a city of more than a million in the state of Jharkhand. After completing high school, she wanted to join a Catholic congregation of religious women and be able to help the people of her country. She could choose from more than two dozen religious congregations near her home.

Her uncle recommended the Sisters of Charity of Nazareth, Kentucky. In 1947, six SCNs had answered a call to India and gone to Mokama, an underserved area in eastern India. They had opened a hospital and nursing school, and when some of the nursing students wanted to join the congregation, they established a convent. SCNs now have schools, hospitals, and missions in many parts of India, including where Sushma lived.

After one of the Sisters visited her and her brother also encouraged her, she joined the order in 1997, and she has been very happy. “In the first stage of my formation period, I learned spoken English and learned prayers in English,” Sushma says. “I continued to learn English all four years of my formation. We also learned about the history of SCN congregation. I made my first vows in 2001.”

In preparation for her final vows in 2007, Sushma came with a group to Nazareth, and was able to see where six young women in 1812 began what is now an international ministry in India, the United States, Belize, Nepal, and Botswana.

“Being at Nazareth with the Sisters at the Mother House was a wonderful experience for me. I feel closer to them and the ministry,” Sushma says. After taking vows, Sushma taught in schools in several of the missions in India, and then became involved in teaching the young women who had an interest in joining the order.

When she first considered advance schooling, she wanted to study in India, but again was led by God to come to the United States.

While in Chicago, Sushma lived in a dormitory with other sisters who enjoyed studying and praying together. She spent Christmas holidays and other special times at Nazareth. “It is a beautiful place, and I liked each week going to Nazareth Home, a nursing home for older Sisters,” Sushma says.

“When I couldn’t return to India, Sr. Sangeeta SCN, who is President of the Congregation, asked me if I could do Clinical Pastoral Education. I willingly accepted the offer to do CPE at CHI Memorial, and I think it will be helpful for my future ministry.”

She is in the Resident CPE Program, working 40 hours a week, but as a volunteer. “I am learning so much. I had never worked in a hospital before, and I have met many wonderful people.”

Sister Judy Raley had met Sushma in India and was happy to have her stay with her and Sister Alice O’Connell. “We have been enjoying some good cooking with lots of new seasonings, and have had fun visiting places in Chattanooga,” Sister Judy says.

Sister Sushma plans to return to India in October, but if that is not possible because of the high risk of COVID-19, she will stay in Chattanooga or Kentucky longer.
Internationally recognized stroke specialist Dr. Thomas Devlin has been appointed Physician Executive of Neurosciences at CHI Memorial, according to CEO Janelle Reilly. He will join CHI Memorial in September 2020 with offices located on the eighth floor of Missionary Ridge Medical Tower.

“We are pleased that Dr. Devlin will be joining with Chattanooga Neurology Associates to accelerate our vision of the development of a pre-eminent regional stroke center at CHI Memorial. With the combined strength of Dr. Devlin’s visionary leadership and CHI Memorial’s excellent system of care, we will pursue the designation of Comprehensive Stroke Center, the highest designated standard of care for regional stroke centers.”

CHI Memorial’s Advanced Primary Stroke Center is an award-winning provider of stroke services for the Chattanooga region, having earned the Joint Commission’s Gold Seal of Approval for its ability to deliver critical care for the most common type of stroke in a timely manner. Our physicians and the advanced practice clinical team have aggressively worked to provide the region with the highest quality stroke care.

Dr. Devlin began his professional career at CHI Memorial in 1997 and now returns after building a strong, nationally recognized stroke program as director of Neuroscience at Erlanger Health System and the University of Tennessee College of Medicine.

“I am extremely proud of our neurology team over the past twenty years,” said Dr. Devlin. “This talented group has provided topnotch clinical care to our region, and our research in stroke has played a pivotal role in ushering in today’s advanced medical treatments on a global scale.”

Dr. Devlin currently serves as lead physician on numerous international projects including the development of Artificial Intelligence (AI) to diagnose stroke very rapidly and at low cost. His research team is also widely known for their work developing stem cell treatments and other pharmaceuticals that act as “neuroprotectants” for stroke victims.

In addition to advancing stroke services, Dr. Devlin will partner with CHI Memorial’s Center for Healthy Aging and other physicians to strengthen the Dementia-Alzheimer’s programs.

“I look forward to working with the CHI Memorial team of clinicians and administrators to write the next chapter in the history of Chattanooga neuroscience care,” says Devlin. “CommonSpirit Health and its esteemed Arkansas Neuroscience Institute and Barrow Neurological Institute will provide my team a unique opportunity to partner on national bio-medical research and improved patient care initiatives.”

CHI Memorial has received the American Heart Association/American Stroke Association’s Get with the Guidelines - Stroke Gold Plus Quality Achievement Award. This award recognized the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

CHI Memorial also received the Association’s Target: StrokeSM Elite Plus award that recognizes hospitals that meet quality measures developed to reduce the times between the patient’s arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved to treat ischemic stroke.

According to the American Heart Association/American Stroke Association, stroke is the number five cause of death and a leading cause of adult disability in the United States. On average, someone in the U.S. suffers a stroke every 40 seconds and nearly 795,000 people suffer a new or recurrent stroke each year.

A third award, The Target: Type 2 Honor Roll award recognized Memorial for meeting quality measures for the “Overall Diabetes Cardiovascular Initiative Composite Score” with more than 90 percent compliance for 12 consecutive months.
16th Annual Pink! Co-Chairs Announced

CHI Memorial Foundation is pleased to announce the 16th annual Pink! Gala to be held Saturday, January 23, 2021, will be co-chaired by Alisa Stipanov, Amy Arrowsmith and Julie Brandao.

Pink! is the Foundation's signature black-tie event raising more than $4.7 million since 2006 for the MaryEllen Locher Breast Center at CHI Memorial to ensure our community has access to the most advanced breast cancer treatments available. Sponsorship opportunities are available now. Visit memorial.org/pink or call (423) 495-PINK (7465).

“Lung Screening Bus Brings High-Tech Health Care Directly to Patients”

“First-of-Its-Kind” Vehicle Helps Diagnose Lung Cancer and Incidental Heart Disease.”

CHI Memorial’s Breathe Easy Mobile Lung Bus received national recognition with the above headlines in a news release of the Society of Thoracic Surgeons. The article highlights a study co-authored by Dr. Rob Headrick. Dr. Headrick and colleagues designed a mobile platform for lung cancer screening with high-dose computed tomography, which can lead to a higher cure rate and lower death rate for lung cancer.

The bus began in 2018, and patients at high risk in rural or underserved areas in counties around Chattanooga found a convenient and comfortable way to be screened. The study examined data from the first 10 months of operation when the bus traveled to 104 sites and screened 548 patients. Five lung cancers were identified; four of them in the early stage. In addition, moderate to severe coronary artery disease was found in 101 patients.

After two years, the bus averages 100 screenings per month, with a goal of 200. During the COVID crisis, the bus continued to perform lung screenings in rural Tennessee and added diagnostic scans, following safety guidelines.

With lessons learned, a new bus is under construction. It will include a more advanced CT scanner and coronary calcium scoring capabilities. It will have a separate entry and exit and have an improved interior.

The CHI Memorial Auxiliary has made a gift to the lung screening program that helps with bus operations and activities at the hospital.

You Are Never Alone with CHI Memorial Lifeline

Lifeline Coordinator Tessa Long continues to be busy installing new services and taking care of everything at Lifeline.

“It takes me a little longer now as I have to take extra precautions to protect all our customers,” Tessa says. “But I am always so happy when I can reassure a new subscriber that they are never alone if they wear the Lifeline pendant.”

“All they have to do is touch the button on the pendant, and a Lifeline representative will talk to them and get them the help they need, whether it is a neighbor or an ambulance.”

“I’d really like to encourage volunteers to consider getting this service for themselves. We have many options and will work with them to find what works best for their lifestyle. Or you may have neighbors who would feel safer with Lifeline.

“Remember Volunteers do get a discount on the monthly service. Anyone interested in subscribing can still reach me at 423.495.8774.
Scholarship Opportunity: Apply by September 30

CHI Memorial Auxiliary supports higher education and encourages health-related careers through its Scholarship Program. Scholarships are available to eligible CHI Memorial volunteers and staff and are offered for the fall and spring semesters. Application deadlines are March 30 for the fall semester and September 30 for the spring semester.

Applicants must be a current or past employee of CHI Memorial or a current or past volunteer of CHI Memorial. They must agree to give CHI Memorial first option for employment upon completion of training. Applicants must be enrolled for a minimum of 6 course hours per academic semester and be working toward certification, licensing, registration, or an undergraduate degree in a specialized program in a healthcare related field at an accredited institution.

For more application information, go to www.memorial.org/volunteers.

Golf Invitational Set

The 29th annual CHI Memorial Foundation Golf Invitational will be Monday, September 14. Funds will specifically impact cardiac and cardiovascular care at CHI Memorial, ensuring the latest in technological advances are available first here at home and provided with the high level of quality and compassionate care expected at CHI Memorial.

Arts for Health Series Postponed to Spring

Due to continued community spread of the Coronavirus, the CHI Memorial Foundation made the difficult decision to further postpone the 20th Cam Busch Arts for Health Series until Spring 2021.

In lieu of this event, we want to honor the poets, musicians, visual artists, and dancers in Chattanooga who have used their creative gifts to lighten the load of health care. Many of these artists and organizations participate in the legacy that Cam Busch has given our community through her two decades of Arts for Health speakers and presenters.

Since we were unable to celebrate this year’s Cam Busch Arts for Health Series in person, we are working with local companies to tell Chattanooga’s story of arts for health. You will hear more about this video later.

CHI Memorial Sponsors Scenic City Mud Run

CHI Memorial will again have a team in the 2020 Scenic City 5K Mud Run on Saturday, September 12. (2019 team pictures) Due to COVID-19, the location has changed to the Cowboy Church Grounds in Rock Spring, Georgia.

Chattanooga Red Wolves open CHI Memorial Stadium by beating FC Tucson

A goal in the 53rd minute proved enough to give Chattanooga's United Soccer League a win against Arizona's Tucson 1-0 in front of a socially distanced crowd at CHI Memorial Stadium — the first facility in the state of Tennessee designed specifically for a professional soccer team.

CHI Memorial is proud to partner with the Red Wolves, whose have home games coming up August 22 and August 29. For information, visit chattanoogaredwolves-sc.com.