



MERCY MATTERS

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Staff Survey Results

Thanks to each of the 96 staff members who completed the recent Staff Survey, and congratulations to Vicky Morgan (Business Office) who was the lucky winner of the participant drawing for a \$150 Asheville Mall gift certificate. The purpose of the survey was to give us feedback that can be used

to make Sisters of Mercy Services Corporation a better place to work. Our results have been benchmarked through the National Employee Attitude Survey against more than 14,000 employee responses from across the country in terms of opinion and importance, and goals

and action plans will be developed using the results/ comments around the areas of greatest opportunity.

—Tim Johnston, CEO

Note: In the survey below the highest possible score is 10, the lowest possible score is 1.

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Asheville, NC 28801
828-254-2700
- McAuley Foundation
445 Biltmore Avenue
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Asheville, NC 28801
828-210-2121
- Mountain Health Contracting Services
445 Biltmore Avenue
Suite G-101
Asheville, NC 28801
828-210-8398
- Sisters of Mercy Urgent Care
445 Biltmore Avenue
Suite 501
Asheville, NC 28801
828-210-2121
- Sisters of Mercy Services Business Office
8 New Leicester Highway
Asheville, NC 28806
828-252-8957
Accounts Payable
828-281-4636

Sisters of Mercy Services Staff Survey Results

Highlights	SOMSC Average Score	National Average
Communication - overall	6.86	6.72
Between Departments	5.23	5.19
Organization	6.05	5.75
My Department	6.41	6.53
Teamwork - overall	7.42	7.44
Organization	6.01	6.01
My Department	7.21	7.34
Self	9.05	8.98
Quality & Commitment	7.16	7.16
Dept. Work Practices	6.21	7.08
Org. Work Practices	6.35	6.42
Customer Service	7.78	7.68
Fellow Staff Effort	7.89	7.49
Personal Development	7.56	7.39
Career Assistance	6.53	6.51
Necessary Resources	6.96	7.46
Fair Manager	7.76	7.48
Other results		
Received Recent Praise	7.44	6.36
Would Recommend Employer	7.56	7.14
Commitment to Quality	9.82	9.52

SISTERS OF MERCY UNDERGO REORGANIZATION TO FORM SOUTH CENTRAL COMMUNITY

Sisters of Mercy Core Values

SACREDNESS OF LIFE

HUMAN DIGNITY

MERCY

JUSTICE

SERVICE

EXCELLENCE

The history of the Sisters of Mercy goes back to 1831 in Dublin, Ireland. The order began growing as young women were drawn to join Mother Catherine McAuley in her works of Mercy in Ireland and England. Then, in 1843 the first sisters came to the United States and seemingly the order grew rapidly here in America. By 1860 there were numerous autonomous convents and branch houses spreading across the United States. By 1870 there were 60 foundations of Sisters of Mercy all claiming Catherine McAuley as their founder and recognizing themselves as sharing one charism. Some groups chose to amalgamate in 1929, others did not and remained autonomous.

McAuley Conference was initiated in 1955 bringing together Superiors of the different Mercy groups for the purpose of exchanging ideas among themselves. This led to the formation of the Federation of the Sisters of Mercy of the Americas in 1965.

The need for further restructuring began to surface in 1980 and a period of study of Mercy Futures began. What seemed to best accommo-



Sister Maria Goretti

date the kind of relating the Sisters wanted was a single general government with multiple units (regions) enjoying broad powers of self-governance for missioning members, sponsoring institutional apostolates, and managing finances. The unit structure was seen as critical for continuing and enhancing historical bonds of sisterhood.

On July 20, 1991, Sisters of Mercy from North, South, and Central America, the Caribbean, and the Pacific united to form the Sisters of Mercy of the Americas. The new Institute was one of the largest orders of religious women in the world made up of 25 Regional Communities numbering at that time about 5,000 Sisters. Within about 10 years with the number of Sisters and resources declining, dis-

cussion and studies were again undertaken to determine the future of the Sisters of Mercy of the Americas.

The outcome of these studies has resulted in reconfiguring and reorganizing the 25 Regional Communities into 6 new geographically-identified Communities. The Sisters of Mercy of North Carolina, St. Louis, Cincinnati, and Baltimore will form the South Central Community with approximately 800 Sisters altogether.

On July 25, 2007, about 400 Sisters met at Xavier University in Cincinnati for the first Assembly of the South Central Community. In July 2008, the South Central Assembly of Elections will take place. At that time the leadership for the new Community will be elected and will take office on September 1 with administrative offices in Belmont, North Carolina. Many Sisters from the NC Regional Community will continue to participate in these assemblies as implementation of a new government structure and the process of selecting new leadership evolves. Please continue to pray for wisdom and guidance into our future.

—Sister Maria Goretti

WELCOME TO NEW SOMSC STAFF MEMBERS

Bridgette Blevins, Urgent Care Reception

Christie Calaycay, ARP Mary Benson House

Molly Coffey, ARP Strengthening Families

Kelly Davidson, ARP Neil Dobbins Center

Michelle Freeman, ARP Mary Benson House

Corie Kloss, Urgent Care Reception

Glenmore Lawson, Urgent Care Radiology

Frances Nicholson, ARP Neil Dobbins Center

Patricia Osterberger, ARP Youth Substance Abuse Services

Aviva Pitt, ARP Mary Benson House

Stephanie Pruett, Urgent Care Radiology

Laura Rabon, ARP Mary Benson House

Carlotta Surratt, Urgent Care Lab

Elizabeth Thomason, Urgent Care Radiology

Judith Ulesan, Urgent Care Radiology

Amber Waycaster, Urgent Care Radiology

Amanda Wilder, Urgent Care Radiology

Jerry Wood, Urgent Care Radiology

ARP MOVE TO BILTMORE AVENUE LOCATION COMPLETE

Relocation to new headquarters complete

ARP/Phoenix successfully made the move to 257 Biltmore Avenue on May 31st. A special thanks to Ernie Peterson, Russell Goodwin and James Ware of Mountain Health Services who along with Gasperson Transfer and Labor Ready made the move a smooth process.

Top 10 things ARP staff will miss about 31 College Place

To count down to the move, Paul Tax sent out a daily top 10 from staff comments/ input. Below is the full list:

#10. MARTIN LEWIS, the Landlord with two first names. No, make that, MARTIN LEWIS, the landlord with two last names!

#9. GO GREYHOUND. ARP will no longer be the first open door on the downtown side of the Greyhound Bus station.

#8. We will miss the windows and the terrific views, but not of the guy who used the shrubbery underneath the highway overpass for a bathroom.

7. We will miss the big closets in the offices, which fit lots of stuff, including a skeleton or two.

#6. We will miss those things that really make these offices and real estate in general attractive: location, location, location; high ceilings; and the periodic waterscapes in

walked out. She did not see the sign that the toilet was broken! So, if you see a lady in a pink ball cap and walking shoes, you can tell her that she hasn't been forgotten!



the hallway ... even if they are a sure sign of a leaking roof or burst pipe!

#5. We will miss the wide halls of # 31 College Place, that resemble the concourse of the Asheville Civic Center(!).

#4. ARP's female staff will miss the large women's restroom, replete with lush tropical greenery and flora, juxtaposed with an aroma that harkens a men's locker room.

#3. A woman walked up the back steps, came in through the Prevention door, really used the bathroom, and then

#2. If only these walls could talk! We will miss the historic significance of 31 College Place, not merely as ARP/Phoenix's home for the past 6 years, but as the site of Allen High School, a school for African-American girls that included dormitories such as Building B. Allen High School remains a historic reference point for the African- American community in Asheville.

#1. An awe of the place—the certain depth of gratitude we felt when we laid eyes on the building each day.

Urgent Care docs join MAHEC faculty

Drs. David Bate, Charles Blair, Obie Cuento, Shannon Dowler, Ellen Lawson, Lisa Ladd and Lisa Perino have all joined the community faculty of the MAHEC Family Medicine Residency Program. Residents will receive supervision and training from the Urgent Care physicians as part of their emergency care rotation. The two-week rotation will allow residents to understand the use of urgent care facilities and the services they provide.

Urgent Care team wins golf tourney

Rob Clontz, Pat Jackson, Jeff Gould and Eb Preuninger won the 2nd flight of the Irene Wortham Golf Tournament at Reems Creek on Friday, May 4th. Pat said the team representing Sisters of Mercy Urgent Care birdied seven of nine holes on the front nine and four holes on the back nine. Pat's husband's team finished second.

Many thanks to Shana Duncan and Sister Carmen Cruz, who serves on Irene Wortham's Board, for the opportunity to participate in this tourney.

THE PARISH OF ST. EUGENE'S DONATES TITHE TO STRENGTHENING FAMILIES PROGRAM

The Parish of St. Eugene's, located in North Asheville, graciously donated a tithe in the amount of \$1,500 from their weekly collection to ARP/Phoenix's Strengthening Families Program.

The Strengthening Families Program (SFP), a family-oriented substance abuse prevention program, utilizes funds to offer the families they serve an experience where they can discover new

ways to strengthen their families collectively in a more



SFP participants

stress-free environment. Donations such as those from St. Eugene's Parish provide SFP staff an opportunity to continue providing programming and creating these conditions through the provision of meals, incentives, transportation, and childcare, all at no cost to the families.

A great big thanks to the Parish of St. Eugene's for supporting ways to continue strengthening our community.



SISTER MARGARET MARY HIGGINS' LIFE CELEBRATED

Our dear Sister Margaret Mary Higgins went to God early on June 18. Sister celebrated her 102nd birthday on May 29 and finally went peacefully to heaven.

Sister Margaret Mary (AKA Sister Mary Lawrence) spent most of her religious life at St. Joseph's Hospital here in Asheville. If you were born at St. Joseph's it is quite possible that she was there for your delivery. She was a wonderful OB Nurse and just a beautiful, gentle person. We know we have another intercessor in heaven, but we will miss her lovely presence among us. Please pray especially for her care-givers, her family and all who loved her and will miss her.

--Sister Maria Goretti

Sister Margaret Mary Higgins grew up in County Mayo, Ireland. In 1925, when she was 17, she followed several other women from the county

to the United States and entered the order of the Sisters of Mercy of Belmont. Leaving her family behind, the trip by ship took a week. She landed in New York and took a train to Belmont, where she entered the order and began



Sister Margaret Mary Higgins

studying at Sacred Heart Academy. When she graduated in 1927, she was sent as a Novice to work in the kitchen of St. Joseph's Hospital, then St. Joseph's Sanatorium, a tuberculosis sanatorium with about 75 beds. She was then known as Sister Mary Lawrence.

In 1937 she returned to St. Joseph's from Charlotte, serving in several nursing capacities until the obstetrics/pediatrics unit was opened and she became director. One of her innovations during the 1950s was to take pictures of newborn babies in their cribs as a gift to the new parents, a move that endeared her to the proud parents and garnered her considerable newspaper coverage.

Sister officially retired in 1977, but continued to work as a volunteer in Radiology. Due to a medical condition, she was no longer able to volunteer to push wheelchairs after 1985. Due to her health, retired Sister of Mercy Margaret Mary Higgins, moved permanently from the Convent at St. Joseph's Hospital to the Marian Center at the Sisters of Mercy Motherhouse in Belmont, NC. She celebrated her 100th birthday on May 29, 2005.

Our Condolences

We offer our prayers and condolences for the following loved ones who recently passed away:

- ✠ Bob Jackson's brother
- ✠ Altha Hoyle's sister and sister-in-law
- ✠ Dr. Ellen Lawson's mother-in-law
- ✠ Michelle Simpson's fiancé
- ✠ Teena White's brother
- ✠ George LeRoy's mother-in-law

Congratulations

Danielle Arias, ARP/Phoenix Prevention Services, Niece **Tori Ritchie**, Delton Kellogg High School (MI) w/ Honors, will attend Western Michigan University in the fall.

Julie Collins, ARP Strengthening Families, UNC-A cum laude with Honors in Psychology.

Adam Hutchins, ARP Neil Dobbins, UNC-A, BA in Sculpture

Jenni Krider and **Tricia Osterberger**, ARP YSAs, accepted in the MSW Program at UNC-Chapel Hill.

Dr. Ellen Lawson, Urgent Care, oldest son **G. Tuch Lawson**, UNC Chapel Hill with majors in English and Philosophy.

Trista Lee, ARP Question Why, West Caldwell High School (Caldwell, County), will attend Fayetteville State University Pam Maxwell, SOMSC Finance, son **Michael Carter**, Reynolds High School with High Honors, appointed to U.S. Merchant Marine Academy.

Sheila Pertiller, SOMUC Business Services, nephew **Nathaniel E. Tatum**, Colony High School (TX), Dean's List for Academic Achievements, will attend Art Institute of Houston

Joe Solano, ARP Question Why, South Caldwell High School (Caldwell County), will attend UNC-Chapel Hill

MOVEABOUT TEAM STAYS ACTIVE

Sisters of Mercy Services Spring MoveAbout Team, part of Healthy Buncombe, recorded 43,375 minutes of activity during this nine-week period. Buncombe County businesses recorded the best ever participation and results: 1,030 people participated, with 469 turning in minutes of activity for a completion rate of almost 46%. A GRAND TOTAL of 1,667,636 minutes of activity were recorded! Our own Sheila Pertiller won a gift certificate in the overall prize drawing.

Staff participating included:

- Danielle Arias
- Donna Bruce
- Sherrie Byrd
- Shana Duncan

- Cheryl Fore
- Linda Hamilton
- Diane Holmes
- Yvette Isom
- Pat Jackson
- Tim Johnston
- Kathy Jones
- Linda Kirkman
- Christine Laucher
- Charlotte Martin
- Pam Maxwell
- Sharon Owen
- Sheila Pertiller
- Marianne Redmond
- Linda Soesbee.

The Fall Worksite Incentive MoveAbout Program will run from August 20th, through November 4th. We invite you to join us as we intentionally

focus on being more active! All you have to do is provide Sharon Owen with your name and fax number, and she'll send you a registration form and a log. Let's get busy walking, running, biking, gardening, cleaning, swimming, or whatever it is that you like to do.



Marianne Redmond completes Rock 'n' Roll Marathon

Marianne Redmond completed the Leukemia & Lymphoma Society's Rock 'n' Roll Marathon in San Diego on June 3rd. From Marianne:

Thank you for all your support over these last few months. I could never have finished each and every mile of the 26.2 course without any of you. I thought of our staff and the great things we do as I ran as well as the difficulties faced by cancer patients. I feel blessed to work for the Sisters of Mercy and at ARP/Phoenix. And I encourage anyone the least interested (in participating) to go for it! It has been a life changing event.



Marianne Redmond taking part in the Leukemia & Lymphoma Society's Rock 'n' Roll Marathon

Sisters of Mercy Services is an Asheville-based corporation providing urgent medical care, occupational health care, mental health services, substance abuse recovery programs, a general contracting company and a foundation to support its nonprofit ministries. More than 150 employees at eight locations in Western North Carolina deliver these beneficial services.

NEWS FROM THE FRONT LINES

Dr. Oblendo Cuento will be participating in the 100 mile El Tour de Tucson on November 17. Dr. Cuento is riding in honor of Stephanie Harwood who was diagnosed with metastatic non-Hodgkin's Lymphoma in 2006. Please support him in reaching his goal of \$4,200 in donations by making an on-line donation at <http://www.active.com/donate/tntwnc/> or make checks payable to the Leukemia & Lymphoma Society and send in care of Dr. Cuento to the corporate office.

George LeRoy, Maceo Mayo, Travis Peterson, and Brett Sculthorp from ARP Prevention Services attended the Governor's Institute on Alcohol and Substance Abuse Prevention Providers Symposium on June 19th and 20th in Cary. Maceo co-facilitated a breakout session entitled: "One Voice Uniting the Voices of Prevention."

Paul Tax completed his final meeting of a three-year term



on the Parish Pastoral Council for the Basilica of St. Lawrence. Paul continues to be active in liturgy and faith formation ministries.

Tom and Tanya Britton, Shana and Van Duncan, Jeff and Barbara Gould, Tim and Sharon Johnston, and Sharon and Rusty Owen represented our organization at the Asheville Chamber's Annual Meeting on June 28th at the Grove Park Inn. Sharon Owen and Mike Willett were recognized for their service on the Chamber's Total Resource Campaign.

The Safe and Drug-Free Schools and Communities Project held a community-wide celebration of nurturing

parents program graduates and mentors at Pisgah View on June 16th. More than 100 people attended. Mentors and newly recruited participants are expected as programs begin a new cycle in July.

Michelle McCoy recently had a starring role in Asheville Community Theater's production of the comedy-thriller *Cahoots*. Michelle received her MSA in Acting from Louisiana State University.

Paul Martin, MD, was appointed to the Asheville Buncombe Drug Commission.

Shannon Dowler, MD, was accepted to Leadership College with the North Carolina Medical Society.

A MESSAGE OF GRATITUDE FROM JENNIFER DE VAAL

Hi, my name is Jennifer de Vaal. I'm a 22 year old Social Work student from Utrecht, The Netherlands. From February to May 2007, I have been doing an internship at ARP/Phoenix Prevention. I discovered ARP/Phoenix through my friend, Leah, who lives in Utrecht, but is originally from Asheville. She put me in contact with her mother, Pam Gardner who works at ARP/Phoenix leading Adult Treatment groups.

I am at ARP/phoenix Prevention to do research for my thesis, for my bachelor's degree in Social Work from the University, Hogeschool van Amsterdam. My main research question is "How does

prevention work in Asheville contribute to building and strengthening communities?" To answer this question I have been doing a lot of literature research and observations within ARP/Phoenix. The staff has been wonderful, taking me to their meetings and telling me passionately about their work. I have learned a lot about Prevention work, and I hope to bring back to Holland knowledge on how we as community workers can implement prevention work into our community collaborations.

I have enjoyed working at ARP/Phoenix a lot! People have been very nice to me, and I think I made a lot of new

friends. It has been pretty hard at times being away from home, especially because I miss my boyfriend, friends, and family. But it has been a wonderful experience, and I would do it again if I could. As soon as I'm home and finish my thesis, I will make sure there will be copies of it at ARP/Phoenix for those who might be interested.

I want to thank everybody for being who they are, and for being welcoming, nice, helpful and such hard workers. I hope to see you all again if I am able to visit Asheville or when you come to visit The Netherlands!

--Jennifer De Vaal

Sisters of Mercy Services

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*Serving the people
of Western North
Carolina for over
106 years*

Check us out on the web!

www.somsc.org
www.urgentcares.org
www.arp-phoenix.com

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Mercy Matters newsletter is published quarterly. If you have news to include in the next issue of *Mercy Matters*, you may send it to sharon@somsc.org.

**PROGRESS TAKING PLACE ON
URGENT CARE PROJECTS**

New Urgent Care West project underway

The new Urgent Care West project continues to move forward. Recent actions include:

- Demolition of the former Cancun Restaurant was completed.
- The design team conducted several meetings, established time lines and design criteria, and floor plans were distributed for review and input by staff and leadership.
- Bowers, Ellis, and Watson Architects have explored various green building alternatives and the associated costs.



Site of new Urgent Care West facility that will also provide office space for Sisters of Mercy Services Corporation administration and business office

The 15,000 square foot center will also house the administrative and business offices for our organization. It's now estimated that the building will be ready for occupancy in Spring 2008.

Work on Urgent Care South upgrade begins

The Urgent Care South Enhancement Team has been actively working on the design for the center upgrade. The scope of the project was reviewed and project drawings distributed for input and subsequent bid. In addition, the landlord granted us permission to make improvements to the property. Even with the inevitable inconveniences, staff are excited that the work at the center has begun.

**LEE STORROW, ?Y YOUTH LEADER,
HEADS FOR UNC-CHAPEL HILL**

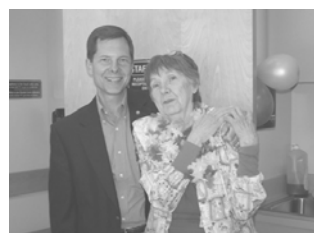
"After working with Question Why on everything from educating students about media literacy to changing the tobacco policy at our city parks, I feel my experience has empowered me to be a leader in enacting positive community change," says Lee Storrow, a Question Why Youth Leader.

Lee is a 2007 Asheville High graduate and longtime member of the Question Why (?Y) Youth Empowerment Center of the Western Region. Housed in ARP Phoenix's Prevention Services, ?Y is funded through the Health and Wellness Trust Fund. The program

works with youth to advocate for smoke-free air, encourage tobacco-free lifestyles, and provide trainings and resources for youth and adults.

In addition to working on the parks policy, Lee, in conjunction with ?Y, has also helped to organize a smoke-free restaurants campaign and planned and facilitated a youth advocacy conference with over

300 participants from across the state. Lee is headed to UNC Chapel Hill in the fall with the aim of majoring in Political Science and Health Policy. "While we will truly miss Lee's leadership, initiative, and wit," says ?Y Program Coordinator Christine Laucher, "we know he will continue to accomplish great things."



Photos from Rose Spittle's retirement party. Best wishes from all of us, Rose!