



# Vital Signs

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

## Security Evolves with Comprehensive Training and Updated Outlook

Whether a patient is unruly, a family is fighting because emotions are high or a suspicious individual lurks on campus, the Security team at ACH has long had a reputation for responding swiftly to tense situations. Now its dedicated members are working to put protocols in place to prevent as many of these occurrences as possible on the front end.

With new Security Director Jamie Holt three months into his tenure, major changes are taking place in the department. Already, ACH Security officers have undergone rigorous training unlike anything they've done before (see photo of a recent ground fighting tactics training class). They spent five weeks honing their customer service, verbal and written skills, negotiation techniques and other skills, including firearms proficiency and physical protection techniques.



"This Officers Training Academy is the initial stake in the ground to having a best-of-class, industry-leading security department at ACH," Holt said. "These men and women clearly have the heart for our children and families and have a desire for professional excellence. Now they are developing the skills to take them there."

The new outlook for ACH Security involves three main components: personal physical standards, development of a professional security skill set and refinement of critical thinking and customer service competencies. This is reinforced by the training academy, which is providing the same kind of preparation found in world-class corporate security organizations and federal, state and local law enforcement agencies. Over the course of five weeks, team members are learning to identify risks in the hospital and are taking instruction from nationally and state-wide recognized subject matter experts.

"It was tough," said ACH Security Officer Jim Hayes. "We were challenged in every aspect of our profession: critical thinking, communications, fitness, physical self defense and firearms, among others. The coursework required extensive home study and successful examination to proceed in the program. The field work was just as challenging. We fired about 3,000 rounds a piece during our weapons training. I went home and just crashed every day. But I'm so glad we're doing this."

Officers say they've needed this training for some time.

"This is what we've been wanting but didn't know existed for us to take advantage of," said ACH Shift Lieutenant Sherry Darr.

On a Tuesday afternoon in late August, the officers crowded in a sweltering training facility provided by Stephens Inc. and learned how to respond to an active shooter. The officers donned neck and body guards, as well as goggles and trained with simulated ammunition. An instructor acted as an armed intruder in the building and ACH team members responded as they would in a real scenario, with tensions running high. The following day, they learned defensive tactics and wrestled on floor mats in the Security offices, honing their techniques for blocking and restraining suspects who could pose harm to ACH children or employees. They've even had to undergo experiences with security tools currently in use by federal, state and local law enforcement agencies who may respond to incidents at ACH, including a Taser and pepper spray.

"It's important that we train so we can make the right decision the first time there's an event in the hospital," said Larry Polvado, an 18-year veteran of the ACH Security team. "We want everyone to know they're going to work in a secure and safe environment."

Polvado served in the U.S. Air Force for 22 years and was a member of the military police.

"Even compared to that, our recent training at ACH has been top-notch," he said.

The Security team now sees its mission as assessing and managing risks and threats to the ACH family, including employees, patients, family members, vendors and other visitors.

"Historically, the ACH Security Department performed a policing function," Holt said. "But risks around and to the hospital have changed, so it's important that we develop a more intelligent enterprise security strategy."

Security is now focusing on ensuring deterrent controls, protective controls, detective controls and corrective controls are in place.

"Our vision is to become involved very early in the process and become thought leaders in strategies to minimize threatening situations," Holt said. "Historically, we had been lagging, rather than leading, correcting rather than deterring threatening situations. It's time we reverse that."

## Berry Comes Back to ACH

Arkansas Children's Hospital welcomed a familiar face to a new administrative position in September. Once vice president of Facilities at ACH, David Berry has returned to our campus to take on responsibilities as senior vice president and chief operating officer. He comes from the University of Wisconsin's Children's Hospital, now the American Family Children's Hospital in Madison, a 60-bed facility with specialty and primary clinics where he served as vice president.

Berry began his career at ACH as a Pharmacy intern, later becoming assistant director and director of the department.

"I look forward most to re-establishing relationships with people who are still at ACH," Berry said. "After working there for 21 years, I have many friends and I've missed them. There will be challenges ahead, but I can't wait to tackle them with the great ACH team. I'm also anxious to meet those new members of the team who arrived while I was away."

At Wisconsin, Berry supervised operations including overall planning and construction of a new 84-bed American Family Children's Hospital located adjacent to the UW Hospital and Clinics, which opened just a few weeks ago. His experience will translate well on to the ACH campus, which is now in the midst of a sweeping construction project.

"ACH's future is bright. All that we do – construction, changes in how we deliver care, computer systems and so much more – improve upon our service to children and their families," Berry said. "The new construction is so exciting because it will provide the enhanced setting for great care to be delivered. We've needed more beds, more clinics and a new ED for some time. The new south wing should deliver that and more."

Berry follows former Chief Operating Officer Scott Gordon in his position. Gordon will continue as executive vice president over Legal Affairs and Human Resources with a focus on the statewide network initiative. He will also work with the ACH Foundation and on the Centennial Campaign.

"My top goal is to continue the course started by Scott Gordon involving the massive amount of construction underway or soon to be underway," Berry said. "I'm excited about returning to ACH at such a great time and can't wait to help move things along."



## ACH History Celebrates a New Chapter

*A Place of Care, Love and Hope: A History of Arkansas Children's Hospital* by Steven G. Hanley has been republished with a stunning hard-cover featuring new photography. The latest edition features updates from the last decade, as well. To obtain a new copy of this book, check out Playaway Gift Shop today!



## ACH Team Members Soon Starring on Vital Signs TV!

A new edition of *Vital Signs TV* will be debuting this month! Be sure to check out which of your friends and co-workers are lighting up the screen in October. Watch it on MyACH/Video On Demand or on Innertube plasma screens throughout the hospital. You just might catch ...



Charles Maxwell helping children across Arkansas learn the right thing to do during a fire with the ACH Community Outreach Fire Safety House.



John Tooch helping us stay safe as we stroll the hospital hallways. The occupational safety specialist will explain the best ways to avoid trips and falls.



Security Director Jamie Holt and Team Leader Larry Polvado making sure ACH is secure. They'll show us the big changes that are making the campus a better and more secure place to work.

## Volunteer Corner.....

### Second Annual "Knitting for Noggins" to Collect 30,000 Hats for Patients at ACH



Since nearly tripling last year's goal of collecting 10,000 knitted or crocheted hats for patients to use during the cold winter months, the 2nd annual Knitting for Noggins is aiming to collect 30,000 hats by Oct. 14. Last year, ACH hosted its first Knitting for Noggins campaign, and the community responded and sent over 27,000 hats made by hand.

"We couldn't believe the response we had from all over the United States and even from two foreign countries," said Robin Armstrong, director of Volunteer Services at ACH. "We were getting hats from everywhere! So we wanted to see if we could exceed last year's count and go for 30,000 hats collected."

ACH is asking any knitting group, community group, school or individual who wants to make a difference in the life of a child to start knitting now and help reach the 30,000 hat goal.

For more information on Knitting for Noggins, visit [www.KnittingForNoggins.org](http://www.KnittingForNoggins.org). There, one can review the guidelines for donating hats and even download a "Knit-together" party kit that includes everything needed to host a Knitting for Noggins party, including a flyer and printable invitation.

Also, on Sunday, Oct. 14, ACH will host a "Knit-a-Thon" from 2 p.m. to 4 p.m. in Children's Hall (10th and Marshall) and will feature Susan B. Anderson, author of *Itty Bitty Nursery - Sweet Adorable Knits for Baby and Beyond*. Last year's "Knit-a-Thon" collected over 2,000 hats. The public is invited to attend.

All hats can be delivered to the following locations:

- Arkansas Children's Hospital, 800 Marshall Street, Little Rock
- The Yarn Mart, 5717 Kavanaugh Blvd., Little Rock
- Bella Lana Knitting, 1107 Oak St., Conway
- Hand Held - A Knitting Gallery, 119 N. East Ave., Fayetteville
- Stringtown Yarn & Fiber, 11 North 3rd St., Fort Smith

In addition to the Web site at [www.KnittingForNoggins.org](http://www.KnittingForNoggins.org), call ACH Volunteer Services at (501) 364-1825 for more information.

## More Chances to Get a T-dap

ACH Employee Health has already vaccinated 43 percent of the staff population eligible for a T-dap. That's 1,245 ACH team members of the 2,913 who could take it! Were you one of them? If not, there's still time to get a shot to protect against the upcoming influx of patients with pertussis! To find out whether you're eligible for a T-dap vaccine and to make a personal appointment, call Becky Wade at Ext. 4-1615!

### Prizes Galore!

Employees in areas that have more than 90 percent of their eligible population immunized will be entered in Gold level drawings. These prizes include a night's stay and dinner at the soon-to-be reopened and newly renovated Capitol Hotel and a flat screen TV.

Those in areas with 75 to 89 percent of the eligible team members immunized will have their names included in Silver level drawings for prizes including DVD players and MP3 players.

Team members in departments with 50 to 74 percent of their eligible population immunized will be included in Bronze level drawings for prizes like \$50 gift cards and date night packages that include dinner and movie tickets for two.

## ACH Foundation is 25 Years Old

Oct. 4 marks the 25th anniversary of the Arkansas Children's Hospital Foundation. Although fundraising at the hospital has been going on since the hospital was a home for children, the foundation was chartered as an official IRS 501(c)(3) organization in 1982.

Over the past 25 years, nearly \$199.8 million has been raised to support programs and services at Arkansas Children's Hospital and the ACH Research Institute. There was a time when fundraising efforts for the hospital were so critical that lack of success would have meant shutting the doors for good.

Today, the foundation is fortunate that the hospital is financially sound and fundraising efforts do not have such a desperate focus. The efforts of the foundation, whose mission is making friends and raising funds, can focus on areas that enhance the excellence in care, equipment and facilities that already exists at ACH.

ACH and ACHRI staff members and faculty play two important roles in the work of the foundation. One role is the direct financial support they give. Those who give to ACH through the employee and physician campaigns send an important message to other donors and potential donors: the people who work here care enough about this place to give from their own pockets.

The other important role is providing the stories that help us share with others the essence of what this place is all about.

"The great people who work at ACH and ACHRI are a huge part of the foundation's success," says John Bel, ACH Foundation president. "Without the highly-skilled and compassionate care that you give to patients and families every day and the cutting-edge research that helps current and future generations of children, the foundation would not have success stories to share with and demonstrate to donors and potential donors."

## The Breath of Life

By Hilary DeMillo

I recently memorized a trio of numbers that will be a true life-saver in a panicked situation: 2-30-2. These numbers aren't the key to opening my gym locker or even a password for online banking. They represent the ratio of breaths to compressions during cardiopulmonary resuscitation, or CPR.

I was fortunate enough to take CPR training at ACH with a group of my colleagues in August (photo at right of Doug Brown demonstrating CPR on an infant mannequin to Dan McFadden), a mini-retreat we undertook to reinforce our commitment to safety. As a non-clinical department, most members of the Public Relations team had never learned the correct techniques for CPR. A few had taken courses as teenagers or while holding other jobs, but none of us had recent training. As the communications arm for ACH, we often talk to the public and our own team members about the importance of safety measures. We decided it was time to practice what we preach.

"Safety is our No. 1 service standard here at ACH and preparedness is key in everything we do. It's mission critical for us all to be prepared to come to the aid of any individual in need of CPR, be it in a parking lot, hospital hallway, restaurant, etc.," said Dan McFadden, director of communications for ACH and one of the team members who accompanied us during the training.

Just after 8 on a Friday morning, Emergency Management Coordinator Doug Brown arrived in our department, carrying several bags stuffed with equipment, a stack of books and an automated external defibrillator, a portable device that can diagnose cardiac arrhythmias and shock the heart to get it going again. The accessories seemed more than a little intimidating.

In no time, Doug whipped out adult and infant dummies for us to train on and we went to work. A comprehensive video repeated the tactics until we had them down by heart:

- Ensure the scene is safe.
- Make sure victim is on firm, flat surface on his or her back.
- Tap and shout at victim, looking for a response.
- If there is no response, yell for help. (Tell person to call 911 and get an AED).
- Open victim's airway with a head tilt-chin lift.
- Watch and listen carefully to see if victim is breathing.
- If not, give two one-second breaths, watching for chest rise.
- Quickly move clothing away from chest for compressions.
- Give 30 compressions at a rate of 100 per minute, followed by two breaths.
- Repeat breaths and compressions until trained help arrives.

Soon, we were breathing into the dolls, watching their chests expand and honing our techniques. Doug helped calm our fears about real-life scenarios by answering all of our questions. He demystified the process and helped us become comfortable with the actions. He also politely critiqued us to make sure we were making the right decisions and gave us American Heart Association HeartSaver CPR books.

Today, I feel more confident about what to do in a crisis scenario, whether it be a co-worker, friend or family member who stops breathing. As we finished the course, the PR team discussed how the few hours we dedicated to the training might someday save a person's life.

As McFadden said, "Who knows? The life you save could be a fellow Team ACH member. Thanks to CPR training offered here at ACH, the life saved may be your own."

We were all proud when our cards arrived, signifying our AHA CPR certification. I continue to quiz myself on the actions of CPR and one magic combination keeps coming to mind: 2-30-2.

If you're interested in CPR training for your department or team members, contact Emergency Management Coordinator Doug Brown at Ext. 4-2271.



## Safe Alternatives Now on Sale at Playaway

Is your toddler into everything? Do you turn your back for just a few seconds only to find she's strewn kitchen utensils and pots all over the floor? Do you worry that it's only a matter of time before she finds her way to more dangerous adventures?

A slew of mothers' and fathers' little helpers are now available in the Playaway Gift Shop to help ensure your child's mischievous spirit doesn't get out of hand. It's important to help your child play safely and avoid hazards, so the gift shop is offering these injury prevention devices for purchase.

Door knob covers, safe plate outlet covers, water temperature-sensing bath tub appliques shaped like animals and corner cushions are just a few of the items parents can find at Playaway now.

"The first day we started carrying these products, customers immediately responded," said Pat Salsbury, manager of the Playaway Gift Shop. "We sold all the toilet and oven locks we had out quickly and have already restocked them! Clearly, parents are looking for these tools to help them keep their children safe."

In a recent report from the National Safety Council, the National Center for Injury Prevention and Control and other sources, injuries were listed as the leading cause of death in children and young adults. Approximately 45 percent of unintentional injuries occurred in and around the home and are the results of suffocation, drowning, fire and burns, falls, choking, poisoning and firearms. Many children are also injured in motor vehicles each year with the more severe injuries sustained when the child is inappropriately restrained or not restrained at all in the vehicle.

The Emergency Department at ACH saw 39,620 children last year. Of those, almost 7,369 were evaluated because of an injury and 877 required admission to the hospital.

The new offerings at Playaway were inspired by these statistics, as well as by a safety store at Riley Hospital for Children in Indianapolis, which sells a variety of similar products and provides safety education for parents who buy them.

Stop by the Playaway Gift Shop today to peruse the possibilities for keeping your children out of danger!

## Bedside Medication Verification Offers Peace of Mind

As a nurse lies in bed after a long shift, her mind wanders to the hectic activities of her afternoon. Did she give the right amount of the necessary drug to the child with asthma? She can't remember how much the physician prescribed. *What if I gave a little more than he needed? Will he be OK? Maybe I should call and ask someone to check the record?* With these thoughts haunting her, the nurse tosses and turns, unable to sleep.

Dedicated patient care providers don't deserve the sleepless nights and relentless questioning that come with rapid-paced shifts. A new service at Arkansas Children's Hospital will provide peace of mind to those who administer medications at the bedside, as well as to families who place their children in our care. Bedside Medication Verification (BMV) will check each drug administration for accuracy, ensuring fewer adverse medication occurrences and allowing staff to provide care with confidence.

"We hope this system will provide our caregivers and patients and their families peace of mind since one of the top concerns hospitalized patients cite is a medication error," said Cindy Holland, vice president of Ancillary Services at ACH. "This technology will not prevent all errors but should result in a significant reduction in serious medical errors based upon the experience of other hospitals."

Here's how BMV will work: Every child admitted as an inpatient at ACH will have a barcode on his or her ID bracelet. Barcodes also will be placed on all medications at the hospital. Before a medication is administered, the child's bracelet and his or her medication will be scanned with portable technology to ensure that the medication name, dosage and administration time match the order for that child. The software can also check medications against the patient's drug history and lab results. A warning will alert the nurse to double check, verify and call a physician if the system raises flags about potential errors, conflicts or drug interactions.

"BMV will confirm for caregivers that they have the right medication, right dose, right route of administration and right administration time for the right patient (known as The Five Rights to nurses)," said Todd Harness, senior project manager for clinical information applications in Nursing Administration. "Before BMV, nurses did not have a double check of The Five Rights at the bedside."

The BMV system will help us provide a safer, better standard of care to every patient at ACH. The system also will be a safety net for team members, helping them make the best decisions at the bedside.

Because the highest number of medical occurrence deaths stem from adverse drug events due to medication occurrences, hospitals are realizing the importance of reducing these incidents. Those that have already implemented BMV-type systems report significant reductions in medication occurrences. The VA system says it's seen an incident reduction of more than 70 percent. The University of Wisconsin Hospital and Clinics cite an 87 percent reduction.

BMV implementation already has begun on some units at ACH and others will soon follow. The technology will be used only for inpatients, and we expect a complete roll out by the coming year.

"Once we have mastered its usage in this setting, we will look at implementation in other settings as appropriate," Holland said. "We hope that families will feel more comfortable with their child's medications going through this final safety net before the child receives the medication."

The system also will provide a real-time, accurate electronic medication administration record that all caregivers will be able to view. It will give nursing staff reminders for doses due, warnings about medication discrepancies and alerts about required patient monitoring parameters. The management of drug administration data also will be enhanced with real-time capture of data and reports that monitor system usage and occurrences.

Many departments have done much work to lay the foundation for BMV implementation. With hundreds of thousands of medications dispensed every month, the ACH Pharmacy staff has bar-coded an enormous amount of drugs to prepare for the program.

Watch for more information about BMV and how it will help your team. A video will soon debut on ACH On Demand to explain the program, and educational seminars will be held on the units. We want every caregiver to feel confident about using the technology, so we can provide a safe experience for our patients.

As we embrace this new program, please remember that it will provide a less stressful work environment and a reassuring peace of mind. Our patients' safety is at the front of our minds as we see how the 21st century is shaping medical care!

## October HR Calendar

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

- Oct. 2 – Moving from Conflict to Feedback
- Oct. 8 – Traditions (Day One)
- Oct. 9 – Traditions (Day Two)
- Oct. 9 – ZB Horizons
- Oct. 9 – HR Manager Practice Series
- Oct. 10 – HR Manager Practice Series
- Oct. 11 – HR Employee Practice Series
- Oct. 15 – Horizons
- Oct. 16 – ZB Traditions
- Oct. 22 – Traditions (Day One)
- Oct. 23 – Traditions (Day Two)
- Oct. 23 – Delegating for Shared Success

## celebrating 20 years



### William Barnes Maintenance

- 1. What do you remember most about your first day at ACH?** I was handed a set of keys and told to literally "get lost." I explored all over the hospital!
- 2. If you changed professions, what is the craziest job you would pursue?** Anything to do with sales. I am not a talker.
- 3. Would you rather go skydiving or host a party to watch one of your friends do it?** I would definitely do the skydiving. I have been thinking about doing it anyway.
- 4. What is your favorite perk about working at ACH?** Watching the years accumulate.
- 5. Where is your favorite place to visit in Arkansas?** I love to travel: Petit Jean Mountain, Eureka Springs, Mountain Home, on and on!!!
- 6. Which foods would you choose for your dream dinner and which three people would you invite?** Thick juicy steak with loaded baked potato (no sour cream), bread and sweet tea with lemon. Dessert optional. As I said, I am not a talker so let someone else do the inviting; I'll do the eating!
- 7. What is your favorite film?** The Bourne movies
- 8. Who is your favorite music performer?** Amy Grant!
- 9. What is the most memorable fortune you've received in a fortune cookie?** It may not have come from a fortune cookie but, "Don't put off till tomorrow what you can do today."
- 10. What is your favorite ice cream topping?** Caramel with cherries and whipped cream.
- 11. What is your favorite childhood memory?** Being a child when you could go outside and stay all day without worry of being abducted.
- 12. Which area of the hospital is your favorite and why?** I don't know why but I have always loved the Rainbow Units – Blue, Green, Gold and Orange.
- 13. What is your favorite indulgence?** I have two, actually: traveling and eating.
- 14. If you were stranded on a deserted island, what one thing would you want with you?** God, but since He is a who and not a what and He would be there regardless, I would want plenty of drinking water.
- 15. Why is ACH the place where you wanted to work?** I knew absolutely nothing about ACH; I had never been here even to visit. But when I heard about a job opening here, I just felt led to apply.



### Mary Scotter Patient Care Administration

- 1. What do you remember most about your first day at ACH?** My actual first day at ACH was in 1977 as a new graduate R.N. I had moved from Louisiana specifically to work at Children's Hospital so I was excited but was also pretty scared... hoping I had made the right decision.
- 2. If you changed professions, what is the craziest job you would pursue?** My back up plan for when I retire from nursing is to work in a florist shop. I really want to be the delivery person who gets to give the flowers to others. That would be so much fun to bring smiles to so many people.
- 3. Would you rather go skydiving or host a party to watch one of your friends do it?** Definitely the party planner ... I'm afraid of heights, but I am also a great party planner thanks to my Cajun heritage!
- 4. What is your favorite perk about working at ACH?** No doubt about it, the people – the kids and their families and our terrific staff and physicians.
- 5. Where is your favorite place to visit in Arkansas?** Any place where there is a cabin, a hilltop and a nearby lake or stream with a pretty sunrise and sunset, especially when the seasons are changing.
- 6. Which foods would you choose for your dream dinner and which three people would you invite?** A crawfish boil on the back deck with my husband and two daughters (and, of course, whoever else just happened to drop in!).
- 7. What is your favorite movie?** I think it might still be "Cinderella" ... about someone who is a good person and works hard and gets a "happily ever after" ending.
- 8. Who is your favorite music group or performer?** I like all types of music, but really enjoy classical and the instrumental stuff like Tran-Siberian Orchestra.
- 9. What is the most memorable fortune you've ever received in a fortune cookie?** I can't remember those ... or the punch lines to jokes either!
- 10. What is your favorite ice cream topping?** Actually, I like a little bit of vanilla ice cream as the topping on blackberry cobbler best of all.
- 11. What is your favorite childhood memory?** Traveling in our family station wagon every summer with my folks and two brothers on our annual two-week vacation to see another part of the United States. By the time I went to college we had visited most of the continental states on those marathon road trips.
- 12. Which area of the hospital is your favorite and why?** The front atrium lobby with the picture of the baby looking out from the crib and the words, "Fear not illness ... this place of care, love, and hope is for you." I was here when they first unveiled the lobby with the mobile, and those words have always helped remind me what we were all working to achieve.
- 13. What is your favorite indulgence?** A bubble bath followed by a good novel.
- 14. If you were stranded on a deserted island, what one thing would you want with you?** A picture of my husband and two daughters to remind me of how very blessed my life has been.
- 15. Why is ACH the place where you wanted to work?** I had wanted to be a pediatric nurse since I was a child and used to practice on my dolls. Since Louisiana didn't have a children's hospital when I finished nursing school, I came to Arkansas because it was pretty close to home. I was here from 1977 until 1982 when my husband's Air Force career caused us to move, but I'd already gotten attached to ACH and the people here. When we got the chance to move back in 1987, I didn't even look anywhere else for work ... just came straight back to ACH and have been here ever since. When I started my career, I just wanted to "help people." I quickly learned that ACH was a place where we were truly changing lives and I've always been very proud to be a part of this special place.

# HOSPITAL HAPPENINGS...

## celebrating 20 years



**Sue Hibbs**  
Radiology

**1. What do you remember most about your first day at ACH?** I felt "at home." This was the only place I applied upon graduating from college, because I didn't want to work anywhere else!  
**2. If you changed professions, what is the craziest job you would pursue?** Operating a dive boat charter in Belize.

- 3. Would you rather go skydiving or host a party to watch one of your friends do it?** Go skydiving.  
**4. What is your favorite perk about working at ACH?** Visiting with the kids.  
**5. Where is your favorite place to visit in Arkansas?** On our boat with my family on Lake Ouachita.  
**6. Which foods would you choose for your dream dinner and which three people would you invite?** We'd have chicken parmesan and invite Paul McCartney, John Lennon and Jimmy Stewart.  
**7. What is your favorite movie?** "Shawshank Redemption."  
**8. Who is your favorite music group or performer?** The Beatles.  
**9. What is your favorite ice cream topping?** Hot fudge and Spanish peanuts.  
**10. What is your favorite childhood memory?** I have many, because I had a great childhood! One of the funniest was camping with my parents, brothers and sister on Easter at Natchez Trace, Mississippi. On Easter morning, we opened our Easter baskets and my brother's chocolate bunny had melted and all you could see were the candy eyes floating in the chocolate. My sister and I thought it was hilarious, but my brother didn't!  
**11. Which area of the hospital is your favorite and why?** The main entrance. Watching the expressions on patients' and families' faces when they enter is priceless.  
**12. What is your favorite indulgence?** Reading.  
**13. If you were stranded on a deserted island, what one thing would you want with you?** A library.  
**14. Why is ACH the place where you wanted to work?** I loved the positive atmosphere. The primary focus is on the children and families while everything else is secondary.

## celebrating 25 years



**Frances Soderberg**  
Laboratory

**1. What do you remember most about your first day at ACH?** The way the other technologists welcomed me and were eager to help me learn.  
**2. If you changed professions, what is the craziest job you would pursue?** Becoming a professional football player.  
**3. Would you rather go skydiving or host a party to watch one of your friends do it?** Skydiving sounds like it might be exciting to try!

- 4. What is your favorite perk about working at ACH?** Vacations!  
**5. Where is your favorite place to visit in Arkansas?** Lake Hamilton and Hot Springs.  
**6. Which foods would you choose for your dream dinner and which three people would you invite?** Lobster with salad and some veggies with my mom, my best friend and my sister.  
**7. What is your favorite movie?** "The Color Purple."  
**8. Who is your favorite music group or performer?** The Eagles.  
**9. What is the most memorable fortune you've ever received in a fortune cookie?** You will have great success!  
**10. What is your favorite ice cream topping?** Hot fudge.  
**11. What is your favorite childhood memory?** Playing on the beach in New Jersey.  
**12. Which area of the hospital is your favorite and why?** The laboratory because I enjoy my work and those I work with.  
**13. What is your favorite indulgence?** Mexican food and a margarita!  
**14. If you were stranded on a deserted island, what one thing would you want with you?** Lots of water!  
**15. Why is ACH the place where you wanted to work?** I like the way everyone tries to work together to help the children.

## October Anniversaries

### 5 years

Joseph Baker	Amy Jones
Tashala Baker	Jeanette Jordon
Melody Bolls	Sheri Langston
Amy Brooker	Lakeia Lovelace
Elizabeth Brown	Andrea Miles
Linda Campbell	Jennifer McMullen
Robbie Davidson	Nerbert Nelson
Mariclaire Eckert	Fayrene Nooner
Tara Everitt	Hoy Pittman, III
Patricia Finley	Danielle Prince
Lindley Fogleman	Lakemdra Ready
Toni Frost	Paige Smith
Pamela Ford	Sarah Weathersby
Candice Hamilton-Palmer	Tanya Whitney
Marcia Hill	

### 10 years

Veronica Boone	Belinda Sanders
Debbie Hersey	Shirley Taylor
Kellie Powell	Joann Wordlow

### 15 years

Sharon Atkins	John Powers
Ashley Breaux	Virginia Robinson
Janis Crosby	Louise Loto Smith
Michael Gilstrap	Karen Stribling
Pamela Killebrew	John Swindle
Gillis Patrick	Dwayne Walls

### 20 years

William Barnes	Danny Meek
Susan Hibbs	Mary Scotter

### 25 years

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

## Congratulations

Congratulations to **J. Grady Crosland, M.D.**, of Anesthesiology on receiving a master of arts in religion from Reformed Theological Seminary in Charlotte, N.C. Dr. Crosland hopes this will better enable him to serve on the Bioethics Committee at Arkansas Children's Hospital and as a co-leader of a small group of second-year medical students as part of the UAMS ethics class.

Kudos to the **Playaway Gift Shop** on celebrating its 25th anniversary during September. Over the last two and a half decades the shop has provided care, love and hope to the families who enter our hospital and need a distraction. The hospital marked the occasion with a reception in the shop on Sept. 25.

Congratulations to **Angie Hardcastle**, medical services administrator at the UAMS/ACH Center for Children in Lowell, on being named one of *Arkansas Business'* 40 under 40! The publication noted that she "is helping the children of Northwest Arkansas and their parents stay closer to home to receive vital medical services." We're proud of you, Angie!

## Racing for the Cure? Get your photo taken, too!

Team ACH members who are participating in this year's Komen Arkansas Race for the Cure on Oct. 20 should meet outside the Regions Bank building at the corner of Capitol and Broadway at 7:30 a.m. sharp! ACH Photographer Kelley Cooper will be on hand to take the annual team photo at this time. If you have questions, call her at 4-6562!



## Vital Signs

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