

The Green Valley Cafe Opens its doors

When the cafeteria closed its doors on February 11, employees of The Women's Hospital knew little of what would be unveiled as the doors reopened a month and a half later.

"The cafeteria has been the same since 1986; the goal of the renovation process, was to make the cafeteria a more comfortable and relaxing place for employees and visitors alike," said Clayton Burnett, Director of Dietary Services.

To achieve this goal, Clayton stated, structural changes in the cafeteria were implemented. These changes included:

- new carpeting
- the removal and replacement of the wallpaper
- the replacement of the brick with wallpapered walls
- increased seating capacity
- the reorganization to create a smooth-flowing serving area
- the creation of additional serving space

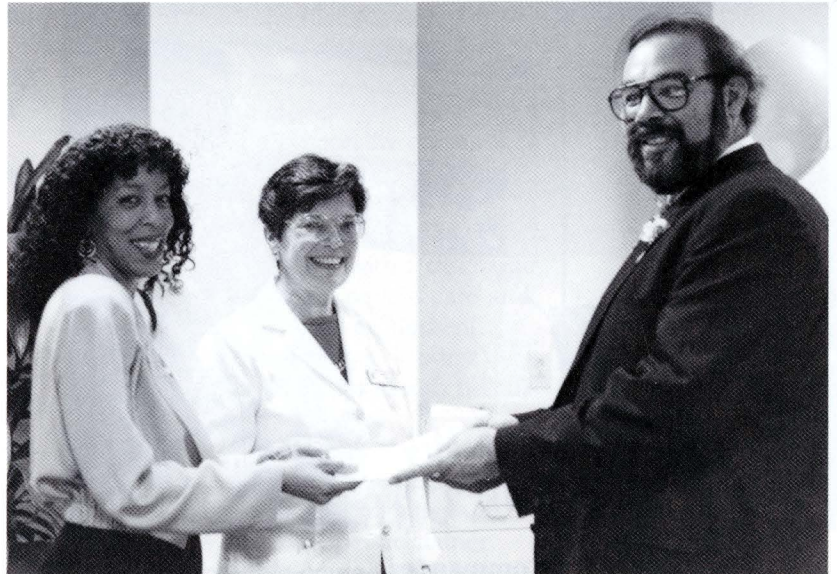
With the assistance of Richard Littell, Space Planning and Design Consultant, the atmosphere of cafeteria was also transformed. "We wanted to choose a color scheme and add plants to create a softer look that departs from a sterile, institutional image," said Clayton.

"In addition to its new appearance, the cafeteria will also feature new and expanded services," said Clayton. Some of the new additions are:

- an expanded salad bar that includes a hot bar and potato bar
- a Columbo yogurt machine, and
- three satellite stations for coffee, tea and condiments.

But, in addition to the external and aesthetic changes, both patients and employees are enjoying a new and healthier menu—a menu developed through employee and patient requests.

"Providing patrons and patients with delicious healthy meals is one of the goals of the Dietary Department, said Carole Ertel, R.D. and Chief Clinical Dietitian. "To achieve that goal," she



noted, "means adjusting menus to customers' tastes. I think people are eating healthier now and are more conscious of what they're eating, so we need to set a healthy example."

An example, Carole said, she hopes will be a source of education for our patients that will be passed on to nutrition education for their children. "I guess you could call it preventive counseling because we are helping create a cycle of healthier eating and thus one of healthier living."

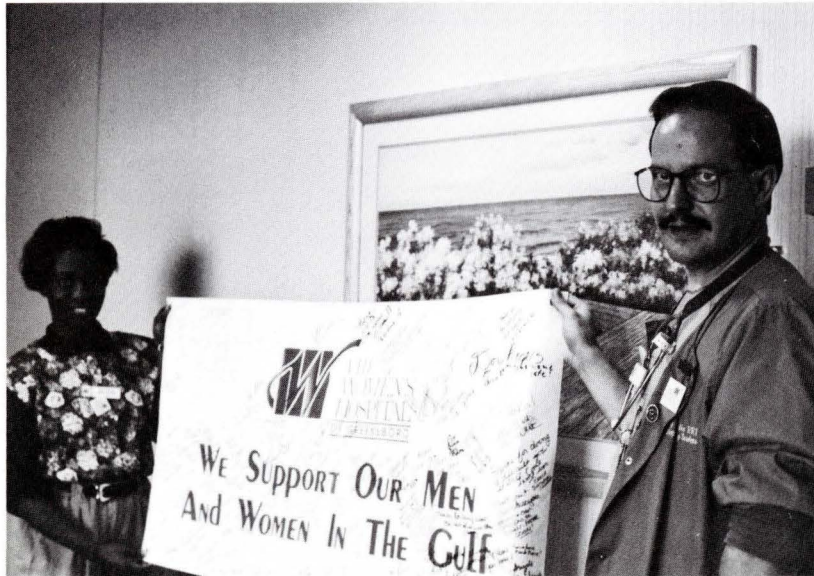
"But healthy does not mean boring or bland," she added. The Women's Hospital menu, instituted in November, meets patients' request for: reduced sugar, reduced fat, increased fiber, lower cholesterol and a decrease in salt.

On our regular patient menu we're offering three salads, three sandwiches and four hot entrees—fish almondine, marinated chicken, turkey and dressing and meat and cheese lasagna. In addition, we decided to continue offering vegetables that have been popular and to make additional changes in food preparation including the use of the

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▲ Clayton Burnett, Director of Dietary Services, awards Marilyn Evans, Clinical Nurse Specialist, (right) and Nina Haith, Nursing Secretary, a week of free meals after they won the drawing at the Grand Opening Celebration for The Green Valley Cafe. For the celebration, the Dietary staff "Rolled Back Prices to 1978," and featured a special menu.

Employee Council Sends Banner Overseas



▲ Sybil Cameron, Medical Records Technician and Secretary of the Employee Council, and Terry Martin, Shift Supervisor in Respiratory Therapy and Chairperson of the Council, display the banner. The banner was originally hung in front of the Cafeteria and received signatures and messages from hundreds of employees and visitors. The banner, accompanied by the letter above, was sent to the Persian Gulf.

Commander
114th Evacuation Hospital
Operation Desert Storm
APO, NY 09734

Dear Commander:

The Employee Council of The Women's Hospital of Greensboro is sending the

enclosed banner to you for display among the men and women of the American and Allied Forces serving in the Persian Gulf. This banner received, as you can see, overwhelming response from the employees of this hospital.

The purpose of this banner is a show of support for the American and Allied Forces serving in the Persian Gulf region.

We are all quite relieved this conflict has been resolved and our soldiers, who have served so diligently, will be returning home to loved ones and families. For those who must remain in the Persian Gulf region, we offer our continued support and prayers for a safe return home to The United States of America. We also wish a safe return home to all the Allied Forces who have served in this troubled region.

This banner represents the collective efforts of The Employee Council and the employees of The Women's Hospital of Greensboro. Please accept it as a gift of support from us and know that even though you are far away, each of you are close at heart in our thoughts and prayers.

Thank you for all you do, in peace and conflict, to maintain this freedom which we enjoy!

Sincerely,

Terry T. Martin, RRT

Chairperson, Employee Council ■

Executive Notes

We are now in our sixth month of operation as The Women's Hospital and according to what I have heard from the community, our Board, our physicians, and our own employees—we are definitely on the right path. Beginning in January, each month has surpassed the volumes of the previous month. In four of the five months we have been open, we delivered more babies than we had in the prior year. In the first quarter of the calendar year, the Neonatal Intensive Care Unit surpassed the number of patients seen last year. Surgical volume has been significantly higher in outpatient procedures and lower than expected for inpatient procedures; we are planning a few positive changes that will improve our inpatient surgical volumes. Although we are realizing these gains, we must not forget our goals of quality, service and efficiency.

In order to accomplish our goal of excellent service, we must seek ways of continuously improving our facility and our working relations. Our relationships with the the public, our patients, the medical community and each other must be caring and professional. We cannot forget we provide a service to our patients and physicians. When I have spoken of the "service mentality" in the past, some people think I am speaking of being subservient—that is not the case. What I am speaking of is the need to be caring and professional, the same behavior we expect from others. Let me say that most of us do perform this way currently, but because service is one of the keys to our success, we need to frequently consider ways to improve. I believe that we have excellent hospital employees who will create a hospital known as much for the quality of its people as the care it provides.

We can feel good about the path we are on and with continued emphasis on quality, service and efficiency, we will be one of the best organizations in the region.

Jim Whiting

Executive Vice President

Universal Precautions safeguard employee health

While the term "Universal Precautions" may make one think of intergalactic policies, these precautions should not be alien to any hospital employee.

In fact, Universal Precautions, work practices that help prevent contact with patient's blood and certain other body fluids, are an employee's best protection against contracting AIDS, Hepatitis B and other infectious diseases, said Becky Tolbert, Employee Health/Infection Control Nurse.

These precautions, Becky said, are recommended for use with ALL patients, since it is not always possible to tell which patient is infected. "By practicing universal precautions, you protect yourself and others as you provide essential health care. Everyone should know and practice the precautions because not only are they a key part of infection control, but they can prevent illness and save lives — including the lives of our employees."

In order to practice these precautions properly, Becky recommends that employees remember the following steps and procedures.

- Wear gloves when:
 - handling body fluids or secretions
 - emptying patient trash
 - changing soiled linen
 - performing or assisting with invasive procedures
- Wear goggles when there is a possibility that blood/body fluid may splash into the eyes, nose or mouth.
- Wear gowns when there is a possibility that your clothing will come in direct contact with soiled materials and/or body

fluids.

Wash your hands and other skin surfaces immediately after

- direct contact with blood/body fluids
 - removing gloves
 - handling a potentially contaminated item
 - Cover open wounds and broken skin. If you have weeping dermatitis or sores with a discharge, refrain from direct patient care and handling of patient equipment.
 - Use resuscitation bags or other devices for mouth-to-mouth breathing.
 - Use sharps safely and stay alert. Do not bend, break, cut or recap needles. Dispose of all sharps/needles into a proper container.
 - Use disposable equipment whenever possible.
 - Clean up spills promptly and correctly.
 - Take care of soiled linen properly. Bag the linen where it was used, keeping it at arm's length during disposal.
 - Dispose of infectious waste properly and carefully.
- Employees need to take the time to follow these precautions correctly, Becky stressed. They need to know that they are protecting themselves, and that their health and lives depend upon it.

JCAHO to Conduct Survey

The Joint Commission on Accreditation of Healthcare Organizations will conduct their survey of The Moses H. Cone Memorial Hospital April 26 - 29. Accreditors will also survey The Women's Hospital, April 30 and May 1. This schedule, however, is subject to change by the accreditation team.

The purpose of the survey is to evaluate the organization's compliance with nationally established Joint Commission standards, said Willie Johnson, Director of Quality Management. These standards are driven by the goal to foster the provision of quality patient care. The

survey results, she continued, will be used to determine whether accreditation should be retained by the hospitals.

This survey is extremely extensive and requires the survey team to assess the extent of a hospital's compliance with the applicable standards in the Accreditation Manual for Hospitals. Compliance is assessed through one or more of the following means:

- Review of documentation of compliance provided by hospital

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Uniqueness of program attracts volunteers



▲ Julie McCready, a volunteer with the Baby Picture Program, often gets a baby's first smile (or yawn) on film.

Who would have ever imagined that a group of 30 volunteers would quadruple in size within a matter of months, transforming into an army of about 122 strong? "With new people joining almost every week, the number of volunteers is continuing to rise," said Ann Warmath, Director of Volunteer Services at The Women's Hospital of Greensboro.

"The focus of the Volunteer Program is changing as a result of the addition of many new areas," said Ann. "The volunteers are now able to offer more direct services to patients and act as extensions of service for the hospital staff."

According to Ann, there are several new areas in which the volunteers assist the staff and patients:

- Working with the dietary department, volunteers aid in distributing and explaining menus to patients.
- In the mail room, volunteers help to sort mail twice a week and deliver patient mail daily.
- Pink Ladies visit newly admitted patients to check on hotel issues such as availability of towels, room temperature and television. They also chat with patients and their families.
- At the information desks, volunteers answer questions and give directions.

- In the gift shop, volunteers have the expanded responsibilities of restocking items and managing the increase in sales.
- The Cuddler program involves comforting and rocking newborn babies in the Neonatal Intensive Care Unit (staffed by Junior League members only).
- On the Maternity Care Unit and Neonatal Intensive Care Unit, volunteers take baby pictures—photographing newborns on request of the parents.
- The car seat rental program, also completely staffed by volunteers, involves renting the car seats and teaching the new parents the proper mode of installation and operation.
- Volunteers fill the amenities tote bags with gift packets for all new mothers.

"The successful transition that the Volunteer program has made could not have been possible without the incredible amount of enthusiasm and support that the volunteers have shown," stressed Ann. This flexibility and enthusiasm have helped to blend the new volunteers, the transfer volunteers and the former Greensboro Hospital volunteers into a cohesive, dedicated volunteer staff," Ann added.

Ann said that the volunteers that were already here have been warm, receptive, and have gratefully accepted the new volunteers and those transferred from Moses H. Cone Hospital.

"The influx of the volunteers from Moses H. Cone Hospital and the new recruits have increased the size and diversity of our volunteer program," said Ann. "I think it's the uniqueness of what we do here that attracts people," she added.

There are many reasons that people have chosen to volunteer at The Women's Hospital. "We are an extended family for some and a service project for others. But regardless of their reasons, our volunteers have recognized the need and are committed to helping others," stated Ann.

To honor these volunteers and recognize their accomplishments, the week of April 21st was set aside as National Volunteers Week. National Volunteers Week is observed annually and is recognized by the President of the United States. "It is a special week to thank volunteers for their efforts and hard work, and it is an extension of the recognition that they receive on a daily basis at The Women's Hospital," said Ann.

"This is a very special group of volunteers. There is no way to express how dear they are to me." ■

Cheers for volunteers!

There are not enough words in the dictionary to describe all that a volunteer does. But there does seem to be a common thread among all volunteers that ties them together. They all have a compassion, a thoughtfulness, a giving spirit, and a helping hand ready to be extended when the need arises. Although their reasons for volunteering are many, the sentiment is the same.

“I’ve always thought I’d like to do volunteer work because I just love helping people and getting to know the patients. You know that you’re helping people, but at the same time you’re making friends too; that’s the fun of it. I guess to sum it all up, the people have been so friendly that I’ve always enjoyed volunteering.”—**Nellie Wilson**

“I remember in my childhood that hospitals were a dreadful place; volunteering at The Women’s Hospital helps make it a pleasant place to visit. The recognition is not important to me because volunteering is self-fulfilling. The most rewarding aspect of volunteering is seeing the joy on the faces of people who are waiting for babies.”—**Jayne Ericourt**

“They can always use more volunteers. Volunteering is a good way to meet people and make a lot of new friends. It makes me feel good to know that I am helping somebody. When you’re new like I am, volunteers make you feel at home; they welcome you; they make you feel comfortable. They make me feel like I’ve been doing this a long time.”—**Julie McCready**

“It gives you a feeling of accomplishment to be doing something that you know needs to be done. When I leave the hospital, I really miss being here; it’s almost like a little family. I’m not getting paid for what I do, but there certainly are a lot of fringe benefits, like the satisfaction that you get from knowing that you are helping somebody.”—**Dorothy Bartek**

“The Cuddler program gives me the opportunity to show love and attention to babies whose parents cannot be there with

them. Just to smile and extend a pleasant word to someone who has come to visit a sick person goes a long way. After volunteering, when you leave the hospital you have a really nice feeling inside.”—**Wanda Parks**

“Sometimes I may be a little down, but when I get here and begin talking with people, I know that I get more out of it than they do. It’s always nice to be recognized, but just being here and feeling the warmth and seeing the caring is enough for me. A lot of the credit for the success of this volunteer program has to go to Ann Warmath. She brings out the best in everybody around her.”—**Joyce Harris**

“Just knowing that I’ve helped somebody else gives me a lot of joy and happiness. I really look forward to coming in. This volunteer program has people who work well together. The volunteers are very congenial and are pleasant to work with. I like seeing patients leave with a smile on their face because I feel like I’ve helped make that smile.”—**Marion Thomas**

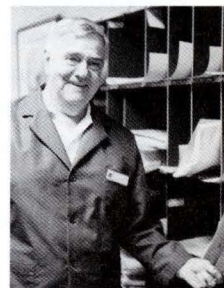
“I get more than I give; that’s for sure. I get a lot of satisfaction. It makes my day and keeps me interested in life, besides you get to meet so many nice people. I just can’t wait till Fridays to get here and see all of the new babies. The volunteers here are so devoted; they really put their hearts into it. You’ll not find anything else more satisfying than volunteering.”—**Ruth Steed**

“By working with car seat rentals, I feel as though I am actually teaching the parents something that is very valuable. I put a lot of emphasis on keeping their children safe and the importance of car seats to protect their newborns. The strength of this program comes from Ann Warmath. She’s a dynamic, strong person who gets things done.”—**Sandy Elam**

“I don’t know if you can put your finger on exactly what you get out of volunteering. It gives you a warm, secure feeling to know that you have done your part to help another person. I get a personal satisfaction for the work that I’m doing for others. We make the people who come into the hospital feel that there is someone who cares and that they’re not just a number.”—**Charlotte Williams**



▲ 1



▲ 2

1. Jayne Ericourt, chats with a visitor in the Maternity Care Waiting Area. He’s waiting for a new brother or sister and is a bit excited.

2. Clayton Steed, when he’s not assisting with the production and delivery of baby bows sold in the gift shop, helps with sorting departmental mail.

Green Valley Cafe features healthy menu

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following products:

- tuna packed in water
- all white meat in chicken salad
- Kraft-free dressings
- low cholesterol mayonnaise
- lowfat milk in addition to whole and skim
- wheat bread
- a variety of fruits and jellos

“We have also deleted fried foods, foods high in sodium, fat and cholesterol, and unpopular items from the menu,” said Carole.

To offer the patients more variety, Carole created a restaurant-style menu that allows patients on all diets (except liquid) to choose from interchangeable lunch and dinner items and to select from a much wider variety of foods.

In addition to changes in patient menus, the cafeteria menu has also undergone several alterations. “The changes that have occurred are based on the responses of employee surveys conducted twice a year, recommendations from doctors and nurses, and several of my own ideas,” stated Carole.

“I think that it is our responsibility as a hospital to promote good nutrition and to at

least offer healthier choices to our employees and visitors.

“In order to make these healthier choices available, several things have been done,” Carole said.

- Some methods of food preparation have been altered to cut down on cholesterol and fat, and foods that are fried are also offered in baked form.
- More box lunches that have only 300-400 calories are being offered.
- “Healthy choice” entrees have been added to the daily menu as well as lighter lunches.
- Foods high in fiber are offered daily.

Yet, while the dietitian’s role primarily involves menu planning and nutritional assessment, our cooks are also excited about the changes.

“I enjoy the challenges created by the changes in the menu,” said Namon Simpson, Cook.

“Nutrition is being stressed so much now that as a hospital, we should help to promote healthier eating and offer a menu that facilitates good nutrition,” he added. ■

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Namon Simpson, Cook.

JCAHO goal to foster quality patient care

(Continued from page 3)

personnel;

- Verbal information concerning the implementation of standards
- On-site observations by Joint Commission surveyors.

As part of this procedure, the surveyors will be visiting departments and nursing units. There, they will spend time reviewing policies and procedures, staff minutes and patient records. All staff should be familiar with the Quality Assurance Program and its impact to the area and hospital. Time permitting, the surveyors may interview selected patients.

Based upon the overall assessment of the institution, Willie said, JCAHO rates each facility, indicating that facility’s level of compliance with standards. The JCAHO then recommends accreditation with commendation, accreditation with or without recommendations, conditional accreditation or nonaccreditation.

When recommendations are indicated they are of two types: a recommendation or group of recommendations that affect the accreditation and must be implemented; or a supplementary recommendation that does not affect the accreditation.

Once the hospital is found to be in substantial compliance with Joint Commission standards, a hospital is awarded accreditation for three years, and the final decision to accredit a hospital becomes effective the first day after completion of the hospital’s survey. The accreditation, Willie noted, is not automatically renewed. A hospital must undergo another full accreditation survey, at least every three years.

“We have put a great deal of emphasis on all our programs so they are in compliance with Joint Commission standards,” Willie said. “And I feel confident that all our departments will do well.” ■

New Value Analysis to contain hospital costs

With hospitals nationwide facing reduced reimbursement and a variety of other financial pressures, cost containment issues have become a major focus for the health care industry.

Here on the home front, The Women's Hospital of Greensboro and The Moses H. Cone Memorial Hospital are facing these same problems. To help deal with the situation, a non-salary cost containment program for both hospitals is underway, according to Jack Upton, Associate Director of Support Services, and Chairman of the newly formed Value Analysis Committee.

"This new Value Analysis Program will strive to reduce expenditures by containing the costs for supplies and purchased services," explained Upton. "Perhaps, most important is the fact that we will accomplish these savings while maintaining the excellent quality of patient care for which we are known."

To assist in addressing these non-salary expense reductions, the two hospitals have retained the consulting firm of McFaul and Lyons, Inc. (MLI). Based in Trenton, New Jersey, MLI is one of the nation's leading companies specializing in cost containment for supplies and purchased services. Their record of accomplishments with nearly 200 facilities throughout the United States is outstanding. The firm's professional staff will be working with both hospitals until May 1991 to help develop a dynamic non-salary expense reduction campaign.

Any recommendations regarding production changes, as recommended by MLI, will be channeled through a new Value Analysis/Product Evaluation Process. This process is made up of six different Value Analysis Committees whose purpose is to evaluate and recommend cost-saving measures on the use of hospital supplies and purchased services.

"With the expertise and insight of our employees serving on these committees, along with our careful evaluation of the alternatives, we will be able to provide the same services at a lower cost to the

hospital," said Upton.

The six committees are Medical Products Committee; O.R. Products Committee; Purchased Services Committee; Forms Management Committee; Recycling Task Force; and the Value Analysis Committee. The Value Analysis Committee will receive the recommendations from the other five committees.

Ultimate decisions on the actions the two hospitals will take in the use of products and purchased services will be made by the Value Analysis Committee. Products and equipment will not be changed without the knowledge and concurrence of the medical staff and the two hospitals' staff.

Members of the various Value Analysis Committees will work with the users of the products under evaluation to discuss possible cost reduction techniques. The committees will remain sensitive to the needs of the hospitals and the medical staff. Any assistance or cooperation that can be extended to the committees will be greatly appreciated.

The Women's Hospital's employees involved in the committee work are:

Value Analysis Committee

Clayton Burnett, Dietary; **Ella Edwards**, Laboratory; **Debbie Grant**, Women's Services; **Tab Haigler**, Financial Services; **Tom Knight**, Materials Management; **Jack Smith**, Environmental/Linen Services; **Helen Sullivan**, Radiology.

Forms Management Committee

Becky Campbell, Pharmacy Services; **Tom Knight**, Materials Management; **Vickie Latham**, Maternity Care Unit; **Paula Vosburg**, Medical Records.

O.R. Products Committee

Lisa Brewer, Labor and Delivery; **Yvonne Jones**, Materials Management; **Myra Kelly**, Anesthesia; **Becky Tolbert**, Infection Control/Employee Health; **Grace Wallace**, OR/ICU/PACU.

Recycling Committee

Micky Henderson, Laboratory; **Tom Knight**, Materials Management.

Purchased Services Committee

Tab Haigler, Financial Services; **Tom Knight**, Materials Management.

Medical Products Committee

Lydia Duncan, Medical/Surgical Unit; **Tom Knight**, Materials Management; **Susan Mazelli**, Maternity Care Unit; **Kay Newman**, Medical/Surgical Unit; **Helen Sneed**, Maternity Care Unit; **Becky Tolbert**, Infection Control/Employee Health ■

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Jack Upton

Making Rounds

Departments honored nationally during special weeks

Congratulations to the following departments and positions that were honored during special weeks dedicated especially to their profession:

National Admitting Week

April 1 to April 7

"We Admit We Care"

National Certified Nurse

Anesthetists Month

National Laboratory Week

April 14 to April 20

"Working Together For Your Good Health"

National Volunteers' Week

April 21 to April 27

"Cheers For Volunteers"

National Secretary's Week

April 22 to April 26

Department: Maternity Care Unit

Reported by: Marilyn Evans, R.N.

Oops! Our apology to **Debbie Ramsey**, R.N., for the misprint in our last issue. Correction: Congratulations to **Debbie Morris**, R.N., who married **Eddie Ramsey** on January 21. NO BABY!

Congratulations to Mr. and Mrs. Yow on the birth of their son on April 3. **Christine Yow** is a Nursing Technician on Mother/Baby.

Congratulations to the following Central Nursery employees who completed the Competency for Accu Check Test on newborns and infants: **Lucille Cook**, N.A. II; **Marilyn Smith**, N.A. II; **Peggy Smith**, N.A. II; and **Carolyn Mooney**, N.A. II. This program contributes to the quality of care provided to infants in the Central Nursery.

Department: OB/GYN Service

Reported by: Karen Bondurant

We welcome **Pat Crisp**, Secretary I, to the Obstetrics and Gynecological Service staff. Pat transferred from Patient and Family Services at The Moses H. Cone Memorial Hospital.

Department: Plant Operations

Reported by: Patty Jones

Soon to receive new bundles of joy will be **Mr. & Mrs. Robbie Ivey** and **Mr. & Mrs. Craig Powell**. Both babies are due in September.

We welcome **Jim Canada**, Electrician, to the Plant Operations staff. Jim transferred from Facilities Management at The Moses H. Cone Memorial Hospital where he worked five years. He has a State Electrical License.

Department: Laboratory

Reported by: Micky Henderson

We would like to welcome **Julia Morris**, Phlebotomist; **Annette Davis**, Second Shift Medical Technologist; **Ted Cheresnowsky**, Third Shift Medical Technologist; **Patricia Wayt**, Third Shift, Medical Technologist; and **Elaine Tyler**, Phlebotomist to the Laboratory staff.

We also welcome **Patrice Watson**, Phlebotomist, who transferred from The Moses H. Cone Memorial Hospital.

Congratulations to **Lafleta Woods** who has promoted to a Medical Technician II.

National Medical Laboratory Week was observed April 14-20. Our theme— Working Together For Your Good Health!!! The Lab celebrated and offered tours on Tuesday, April 16 and Thursday, April 18, from 9:30 a.m. to 1:30 p.m.

Department: Admission Services

Reported by: Rhonda Peeden

April 1-7 was National Admitting Personnel Week. The Admitting staff was recognized for their outstanding efforts by receipt of certificates and logo pins, as well as a small reception hosted by **Rhonda S. Peeden**, Director of Admission Services.

Department: Medical/Surgical Unit

Reported by: Kay Newman, R.N.

Sorry folks! A correction on last month's issue. **Sandra Howell**, R.N., was promoted to Clinical Nurse Specialist.

Department: Anesthesia

Reported by: Myra Kelly

We welcome **Nina Phaup**, Staff Certified Registered Nurse Anesthetist (CRNA).

April has been proclaimed, "Nurse Anesthetist Month," by Governor James Martin in recognition of the 50th Anniversary of the North Carolina Association of Nurse Anesthetists.

Department: Personnel

Reported by: Maria Walker

We welcome the following new employees: **Felicia Soza**, Neonatal Nurse Practitioner; **Kenya Webb**, Nursing Technician; **Tamara Ellison**, R.N.; **George Bradley**, O.R. Assistant; **Pamela McGraw**, Ultrasound Technician; **Anita Patterson**, Staff Nurse; **Deborah Myers**, Medical Technician I; **Diann Blake**, Staff Nurse; and **Gretchen Briggs** Respiratory Therapist.

We also welcome the following employees who transferred from The Moses H. Cone Memorial Hospital: **Mary St. Clair**, Staff Nurse; **Jeanie Lewis**, Primary Nurse; **John T. Funk**, PBX Operator; **Michael Soares**, Pharmacist I; and **Cythnia Bakane**, Staff Nurse.

Employees listed by department reporters will not be listed again in this section. We want to welcome all new employees to The Women's Hospital!

VIEWPOINT

James R. Whiting

Executive Vice President
The Women's Hospital of Greensboro

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Susan Lundy

Viewpoint is a monthly publication published by the Public Affairs Department of The Women's Hospital of Greensboro. For more information, call 691-6516.

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OF GREENSBORO

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