

*A safe place, a warm and caring place, a place where premature or sick babies can call home until they are well enough and strong enough to leave — The Neonatal Intensive Care Unit (NICU) at The Women's Hospital is all of these and much more.*

The Neonatal Intensive Care is a unit where nursing care is provided to newborns who require intensive care monitoring and treatment that can't be provided in an ordinary nursery," said Kathy Smith, Nurse Manager II, Neonatal Intensive Care Unit.

It is a highly technical unit that demands a highly skilled and trained nursing staff. Not only must these nurses have the best training, but they must also be completely dedicated to their job and to the well being of these newborns.

According to Kathy, only about seven percent of babies born require treatment in the NICU. Of that seven percent, the majority of the babies are in the NICU because they were born prematurely. The normal gestation period for a baby is 38 to 40 weeks. A baby born less than 37 weeks gestation is considered to be premature, and his or her primary medical problem is premature development of the lungs. But the NICU is also called home by newborns who have surgical problems, genetic defects, or those who have contracted a disease during or after birth.

The weight of these newborns varies, depending on the gestational period; however, the average is 3-1/2 to 4 pounds and can range from 1-1/3 to 9 pounds. "The length of time that newborns spend in NICU can vary, but we usually tell parents that they will be here until their original due date," said Kathy.

To best serve these babies during their stay in the unit, the Neonatal Intensive Care has



◀ Miralee Ackerson, R.N., strokes one of her tiny patients.

been designed to provide maximum control over the babies' environment. The pod system with sliding doors allows staff the highest level of infection control and permits them to group infants according to the level of care required. This pod system, Kathy said, also permits the staff to maintain an atmosphere conducive to rest so the babies can use their calories to grow rather than burning them off in stressful situations. We create a lot of unavoidable painful stimuli during a baby's treatment, so we need to balance it with positive stimuli such as holding, stroking, playing soft music, speaking softly, and turning down the lights," noted Kathy.

The different levels of care required also dictate the baby-to-nurse ratio. Babies who require more than four to five hours of hands-on care per shift are treated on a one-to-one basis. "Ventilator babies" who are more stable are cared for on a two-to-one basis. One nurse can care for three "grower" babies who are breathing room air. Convalescing babies who are feeding and getting ready to go home can be cared for on a four-to-one basis. Kathy

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## Guest Relations Commendation



### Employee Council to hold ice cream feast

Mark your calendars! The Employee Council will sponsor an ice cream feast July 18 from 3 to 4 p.m. in the cafeteria for all employees and volunteers. Ice cream will also be delivered to each department during the third shift.

"She's a singer and she sings to her patients," said Kay Newman, R.N. and Nurse Manager II of the Medical/Surgical Care Unit. What a surprise for the patients to have their nurse not only care for them but sing them back to health. The Guest Relations Committee salutes Tanya Corbitt, R.N., for her outstanding work in our Medical/Surgical Care Unit.

Mitzi Robbins, R.N. and Clinical Nurse Coordinator, has worked closely with Tanya for five years. "Tanya is supportive and motivates the staff because she always has a very positive attitude," she said.

"She's a go getter and the staff misses her when she's out," stated Kay. "Tanya is the chairperson of the Unit Executive Council and a very good organizer."

For Tanya, her work on the unit is enjoyable and fulfilling. "I enjoy working here at The Women's Hospital. I've been here about five years," said Tanya. "It gives me a good feeling knowing I can help women with a variety of problems, both mentally and physically, and I try to treat my patients as I would like to be treated, but with a little added humor now and then," she said. ■

### Guest Relations Task Force sponsors "Courtesy Week" July 21 to July 28

Do you routinely say "please" and "thank you?" Are you the first to hold open a door for a co-worker? Do you regularly greet visitors and peers with a "Hello, how are you?" Well "Courtesy Week," July 21 to 28, is almost upon us. So hone those skills and get ready!

"Courtesy Week" is a special program designed to honor all employees and volunteers who are courteous to peers, volunteers, patients and visitors. Sponsored, by The Women's Hospital Guest Relations Task Force, "Courtesy Week" will feature the undisclosed courtesy cops who will be on the stakeout on all three shifts, in every department and on every floor to observe and nab any employee caught in the act of being courteous. The perpetrator's citation will be a teal ribbon, which he or she must wear.

All employees, however, will also have the opportunity to recognize courteous employees, by nominating employees and volunteers for their outstanding behavior. Courtesy ballots will be distributed with the July 18 paychecks. Employees need to fill these out and drop them in one of the specially marked ballot boxes (located near the elevators on each floor and in the cafeteria). The three employees or volunteers who receive the most nominations will receive a prize at the week's conclusion. Winners will be posted on the bulletin board outside of the Personnel office, and all those nominated will receive a teal ribbon from Guest Relations Task Force members. ■

### Teen Volunteer Program up and running

Twenty teen volunteers, and three college students have enrolled in the teen volunteer summer program at The Women's Hospital, said Ann Warmath, Director of Volunteer Services.

The summer program, which runs from June 24 to August 2, entails teens serving in the following departments: Laboratory, Maternity Admissions, Maternity Care Unit, Neonatal Medicine, Materials Management, Medical Records, Public Affairs and Volunteer Services. Normally, Ann said, these volunteers have agreed to help out for three and a half hour shifts, two or three times a week. Their duties are extremely diverse. Teens on the Maternity Care Unit may act as "buddies" to the nursing technicians and help them deliver and pick up patient trays, make beds and assist with some discharge functions such as distributing The Women's Hospital tote bag and wheeling patient belongings to the car. Many volunteers help with clerical tasks or assist in delivering supplies to floors.

All volunteers, Ann said, come highly recommended from teachers and counselors and have undergone two half days of hospital orientation, an inservice in their respective departments and training in guest relations. "This summer program provides participants with exposure to different health care careers," Ann said. "It offers them an opportunity to meet other young people with similar interests, to gain experience in following instructions and to have the satisfaction of helping our patients, whether it is through direct patient contact or through indirect service such as delivering lab results to the units."

The benefits of this program to the hospital are also multifold. The assistance of these volunteers permits us to offer extended services to patients. But most importantly, Ann said, these volunteers give the hospital their energy and their enthusiasm. ■

# NICU provides haven for babies to grow



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added that although the nurse to baby ratio may change, "We try to maintain the same cycle of nurses to a particular baby; that way the nurse knows the baby and the family a lot better."

And family involvement in the care of the newborns is an essential component of the Neonatal Intensive Care Unit's program for patient care. The unit, explained Kathy, includes features and programs to promote this involvement such as the 24-hour-a-day parent visitation program, and tape recorders in each isolette so the infants can listen to a parent's voice and music when parents can't be with them. The unit also has two parent overnight rooms, where parents can stay with their infants prior to taking them home. This, Kathy explained, permits parents the opportunity to care for their baby knowing that staff is ready to help them or answer their questions.

Yet the vital key to having a fine working, dedicated Neonatal Intensive Care Unit is not solely the presence of high technology and an innovative unit design, but having a nursing



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staff that works as a team. "When you have people working independently, you often have duplicity of effort. You may also have something overlooked."

"The team effort helps us to avoid these problems and also permits us to see the light at the end of the tunnel for babies who are so subtly improving," she added. The team approach also provides staff the opportunity to share experiences and to offer each other support during difficult times.

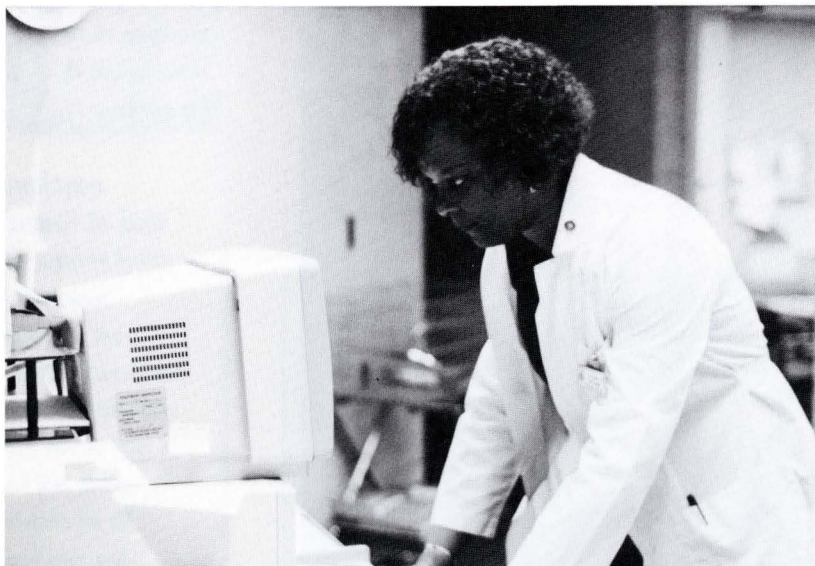
And members of the NICU team must possess very special qualities of caring, commitment, pride and educational preparedness. According to Kathy, the ultimate goal of this team is to provide the best intensive care to neonates. "Everything we do reflects this goal that we have set for ourselves."

"Although there may be times when you feel overworked, when you see a healthy baby go out the door and realize that he or she wouldn't have had a chance without you, it makes it all worth it," said Kathy. ■

1 Helen Mabe, R.N., performs a neonatal assessment.

2 Sharon Miller, R.N., checks on an IV pump for one of her patients.

## Medical-Surgical Care Unit dedicated to excellence



▲ **Kay Newman, R.N. and Nurse Manager, verifies patient information.**

The third floor of The Women's Hospital has always been dedicated to excellence. As the first floor in the hospital to be renovated and reopened, it has continued to provide personalized care throughout the hospital's renovation period.

On the unit there are 29 private rooms and three semi-private rooms, explained Kay Newman, R.N. and Nurse Manager of the unit, and "our main focus is gynecological surgery, both elective and required. We also treat diabetic patients, patients with high blood pressure and those having plastic surgery. In addition, we care for maternity patients and their babies."

In order to provide these diverse services, Kay said, the nurses have gone through intensive training in mother/baby care. This training, she explained, involves both inservice education and working on the Maternity Care Unit for five days. This ensures that nurses are providing the same level of care as is provided on the Maternity Care Unit. Currently more than 90 percent of the unit's nurses have completed this training.

In the coming year, nurses will also attend educational sessions that will certify them as breast self-exam instructors. This education is essential to next year's goal of providing inpatient education. Currently, Kay said, "we are developing a list of educational topics that patients are requesting. Based on this list, staff

will develop materials or classes to meet those needs.

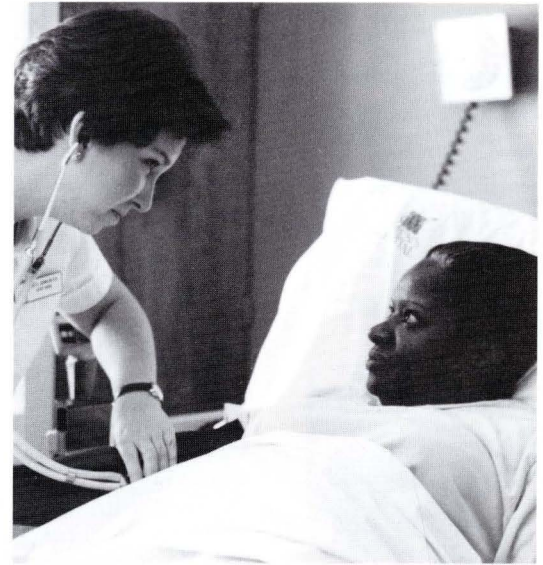
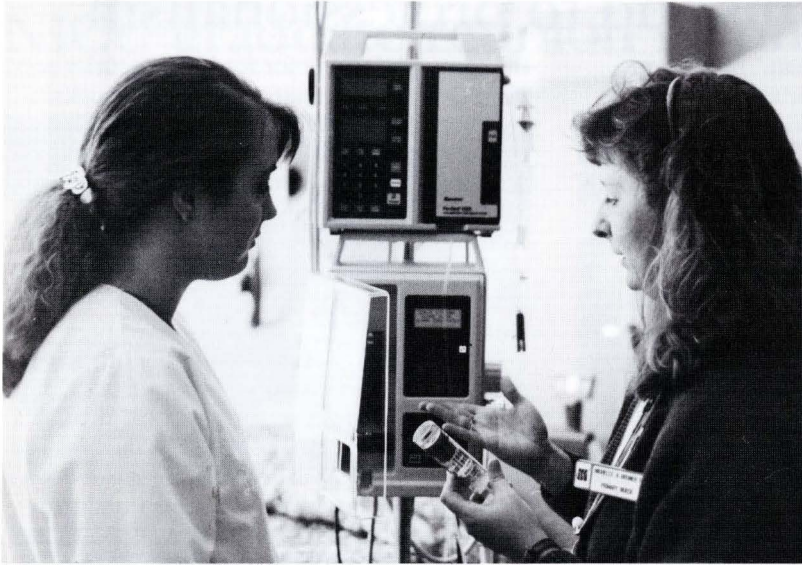
Kay is eager to offer these services. "I feel that once we get our educational programs established, we can offer them to the women. When we pinpoint exactly what the patient needs, we can offer the educational classes on a daily basis, as well as offering them to the community."

These classes fit into the unit's primary goal of providing quality patient care — patient care that is fulfilling to the staff. "Our patient turnover on the third floor is fairly rapid," Kay said, "and it feels really good to have a patient come in and get well. Then when she is discharged, you know that you've had the opportunity to teach her the information she'll need to stay healthy. The patient can then go home and relate the information to her family. I like to see the recovery process go so well."

*No one knows more about the challenges of working on a medical/surgical unit than the staff who perform the duties everyday. Here's a sampling of their comments concerning the unit, this year's changes and their everyday goals and feelings.*

*"I think it's important to emphasize women's health. When patients come into the hospital, they're frightened because their daily routine has changed and they are away from their family. It's important to try and give them as much responsibility and as many choices in their care as possible. I think that eases their frustration and anxiety of being in the hospital. I enjoy the variety of patients, and being able to teach them. This philosophy is very personalized. Sometimes in a big system, patients can become just a number. Here on this floor, there is a lot more individualized care." — Kim Berry, Primary Nurse*

*"Working on the Medical/Surgical Care Unit is a delightful challenge. With each patient, you not only have to work with her as a surgical candidate, but also with different aspects of her life. You have to deal with her emotionally, physically, and mentally. That's a great challenge. We deal with the whole person. By having a women's hospital, we are able to give the tender loving care that every woman needs." — Tanya Corbitt, Primary Nurse*



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*“On this unit, we want to focus on identifying the special needs of women. We want women to have a part in their own health care. Everybody is really positive on this unit, and it’s exciting to work here. Since our conversion to a women’s hospital, our patient population has changed and they are more vivacious and ready to learn. Morale on the unit has also improved, and we have a strong team approach.”* — **Sandra Howell, Clinical Nurse Specialist**

*“To me, the decor is much more inviting on the Medical/Surgical Care Unit now. This environment assists women because it creates a feeling of a homelike atmosphere. Since the unit also serves maternity patients and their babies, the nurses here have become much more diverse in the number and type of patients they can care for. Patients on this unit also go home very quickly, and it is very positive for the staff to see a patient come in, get better and go home. All three of these factors, a pleasant environment, diverse patient mix and the positive reinforcement of seeing patients get well and go home so quickly, decrease the staff burnout factor.”* — **Debbie Grant, Director of Nursing**

*“Our unit’s environment is much more homelike for patients. The atmosphere is soothing, and the rooms are quieter. We provide all patients with personalized care and attention, and management takes a real interest in patients’ needs and meeting those needs.”*

▲ 2

*“The fact that I’m a woman, also helps me communicate better with my patients. I feel I can be more honest and open with them, and I truly enjoy getting my patients better and ready to return home.”* — **Michelle Bruner, R.N.**

*“There have been a lot of changes here since becoming The Women’s Hospital, but the changes have been good. I think it’s great to have babies up here with medical/surgical patients, bringing them together. I enjoy the change in patient care.”* — **Bobby Chandler, Nursing Technician**

*“When this was Humana, we did not have the capacity to be specialized as we are now. We are able to offer more services to our patients. I enjoy the specialization in women’s health, and based on patient responses, they are also pleased with our specialization. I also enjoy the opportunity to practice postpartum and natal care. I think we’re offering a good service to Greensboro.”* — **Anita Johnson, R.N.**

*“I enjoy the change to a women’s hospital. I like the type of patients we have, and I feel I can better myself and do more with the my patients now that we’re a women’s facility. The type of care we provide is different. Previously patients remained on the unit for a longer period of time. Now, within three or four days, our patients are up and home.”* — **Carolyn Riley, Nurse Technician** ■

**1 Michelle Bruner, R.N., right, orients Melissa Wilkins, R.N., A.P. and Nurse Intern, on the operation of an IV unit.**

**2 Anita Johnson, R.N., checks a patient’s vital signs.**

**"I feel very strongly about professional image. I think that the way a person looks and acts is a reflection of the type of work he or she does. If people come in with crisp, clean uniforms and look professional, others are going to feel they are professional workers. It has a mental effect on the workers, too, because they feel better about themselves and what they are doing."**

**Jack Smith**

## New uniforms add to professionalism

"The clothes make the man," may be an outdated expression, but for two Women's Hospital departments, new uniforms add to the professional image of the departments and their employees. Both Environmental Services and Plant Operations and Security recently received new light gray uniforms that feature a Women's Hospital logo patch.

As Jack Smith, Director of Environmental Services, reported, "These new uniforms have improved departmental image and increased employee morale. When I arrived in January, only about 50-percent of our employees had uniforms, and I wanted to change that. I wanted the employees to feel good about themselves and their appearance, and uniforms are an important aspect of that," said Jack.

For Donnie Williams, Director of Plant Operations, the new uniforms were an aim toward consistency. "We wanted to chose a uniform color that was similar to the colors used to decorate our facility. We wanted to create an appearance to fit our hospital," he said. "From the mechanic's point of view, I think my employees are a lot more satisfied with the new uniform. It gives them a sense of professionalism, and it's more personalized. The uniforms fit the specialized image of the hospital."

The Environmental Services employees are also satisfied with the change, Jack said. "The employees were appreciative of getting the new uniforms and welcomed the opportunity to wear a uniform as opposed to working in jeans or casual clothes."

Both men said the new uniforms have improved the overall team spirit of the two departments. "I think the fact that we used

the same uniform color for both Security and Plant Operations creates a sense of equalism and team effort. Our department is Security/Plant Operations and we cross-train employees in both areas," Donnie said. As for Environmental Services, Jack said, "My employees work very well together as a team. The new uniforms bind them into a unit, so people know who they are, and get acquainted with what they're doing."

In addition to a team emphasis, the images of the departments have been upgraded. "I feel very strongly about professional image. I think that the way a person looks and acts is a reflection of the type of work he or she does. If people come in with crisp, clean uniforms and look professional, others are going to feel they are professional workers. It has a mental effect on the workers, too, because they feel better about themselves and what they are doing," said Jack.

Donnie also agreed that uniforms were a component contributing to a sense of professionalism. "We try to make the uniform and the employee fit. It's not just the uniform, there are other pieces that go along with it to create a feeling of professionalism." But the uniform is an important component."

The changes in uniforms go hand-in-hand with the new look of the hospital, Donnie said "I think it's clearly visible that the Plant Operations and Security staff work for The Women's Hospital. The logo is clear, and it's the first thing you see when you look at the uniform. The new uniform is more attuned toward The Women's Hospital than our old uniforms. It's a softer, warmer, more personal color." ■

## Infant Security begins with you: **Secure your uniforms and nametags**

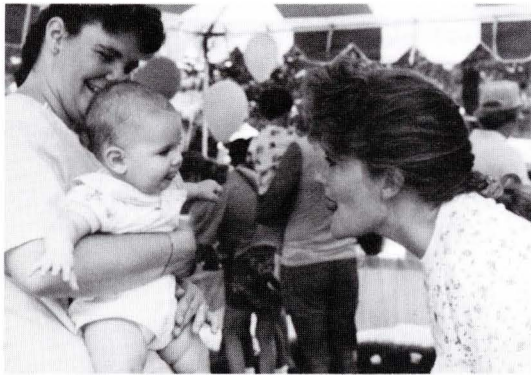
*"Infant Security begins with you" is a six-part series that emphasizes security measures that every employee can take to ensure the safety of our infants. These easy-to-follow measures serve to reinforce the fine work of our security department and remind each employee that safety of each patient is everyone's responsibility.*

"The national profile of someone who is likely to abduct an infant," said Chris Aycock, Security Supervisor, is usually a surprise to

most of us. "The profile indicates this person is likely to be a 40-year-old white female who 90 percent of the time has stolen and is wearing a hospital uniform and a nametag." The uniform, he noted, does not necessarily have to be a nursing uniform. It can be a volunteer uniform or uniform from any other department.

**To be extremely proactive in infant security, he said, it is essential that each and every employee lock up any uniform, pin, or identification badge when not in use in the hospital. ■**

## NICU graduate reunion is fun for all



## Newsnotes

### *Donations for activity cart requested*

The staff of the Medical/Surgical Care Unit is assembling an activity/recreational cart for the hospital's antenatal patients. Antenatal patients, pregnant women who require hospitalization during their pregnancy, are often in the hospital for weeks and even months. Their hospitalization may at times be very stressful.

The staff would like to provide these patients with activities that would help them pass the time as well as provide an opportunity for them to spend quality time with their families.

Items needed include: books (both children's and adults'), cross-stitch kits, crossword puzzles, games for one or two people, card games — Uno, Rook, Playing, Old Maid — coloring books, crayons, magna doodles, spiropgraphs, manicure sets, nail

polish, jigsaw puzzles, craft kits, paint by number sets, stationary.

If you are able to donate any of these items, please contact Sandra Howell, Clinical Nurse Specialist, at 6866 or 6551.

### *“Lunch Around Town” to benefit Muscular Dystrophy*

“Lunch Around Town,” a fund raiser for the Muscular Dystrophy Association, is a program that permits participants to buy one lunch-time entree and to get one of equal or lesser value free at 10 of Greensboro's most popular restaurants. The “Lunch Around Town” enrollment card costs \$25 but is valued at approximately \$45.

Only 500 cards (good from July 1, 1991 through Sept. 30, 1991) will be printed. To obtain more information on this program, contact Carole Ertel, Chief Clinical Dietitian, 8103. ■



# Making Rounds

## Green Valley Cafe to begin third shift service

Beginning July 15, the Green Valley Cafe will offer third shift service from 1:30 a.m. to 3 a.m., seven days a week. During these hours, the cafe will serve hot entrees, sandwiches and breakfast foods. The salad bar, dessert selections as well as ice cream and drinks will also be available.

"These new hours," said Clayton Burnett, Director of Dietary Services, "address employee needs for these services and offer visitors a place to get an evening snack, meal or early breakfast."

Also, Clayton added, a suggestion/comment box will be placed in the cafe, and he encourages employees to offer suggestions on menu items or on methods to improve service.

### Department: Neonatal Medicine

#### Reported by: Kelly Treolo

Congratulations to **Anne Guildea!** Parent to Parent Support received the Association for Retarded Citizens of Greensboro, Inc. (ARC) 1991 Distinguished Community Service Award for outstanding service to citizens who are mentally handicapped.

### Department: Laboratory

#### Reported by: Micky Henderson

We welcome **Devone Layne**, Medical Technologist, Third Shift and **Marla Jo Gilmore**, Phlebotomist, to the Laboratory staff.

Congratulations to **Anne Little** on her promotion to Venipuncturist II.

**Micky Henderson** and **Billy Hooker** completed a week of Advanced Training for the Kodak Ektachem-700 in Rochester, New York.

### Department: Personnel

#### Reported by: Maria Walker

We would like to welcome the following new employees (not listed by department reporters): **Patricia Belk**, Nursing Secretary/ Monitor Clerk, Medical/Surgical Care Unit; **Mary Dunn**, R.N., Maternity Admissions Unit; **Lenora Greer**, Nursing Secretary/Monitor Clerk, Medical/Surgical Care Unit; **Lisa Hartley**, R.N., Surgery; **Pamela Hinson**, Radiology Technician, Radiology; **Rebecca Livingston**, Medical Transcriptionist, Radiologist Diagnostic; **Kim Mathews**, Radiology Technician, Radiology; **Nina Phaup**, CRNA (Nurse Anesthetist), Anesthesia; **Lisa Newton**, R.N., Surgery; **Ronald Rice**, Inventory Clerk, Materials Management; **Sarah Sheikh**, Illustrations Technician, Ultrasound/Mammography; **Annette Teague**, Nursing Assistant I, PACU/ICU; and **Sue Sanders**, R.N., Neonatal Intensive Care Unit.

Congratulations to **Karen** and **Cyril Harrington** on the birth of their daughter, Emily Harrington, born on April 17. Karen is our Personnel Coordinator.

### Department: Pharmacy

#### Reported by: Anne Amick

We welcome **Jim Shaw**, Assistant Director of Pharmacy, to The Women's Hospital. Jim transferred from Moses Cone Hospital.

Welcome back to Pharmacy Technician **James Battle!**

Pharmacists, **Wendy Walrond** and **Michele Shaw** attended the American Society of Hospital Pharmacist Convention held in San Diego, California, on June 3-7.

### Department: Maternity Care Unit

#### Reported by: Marilyn Evans

New Personnel: Welcome on board! **Gail Lott**, R.N.-M.C.; **Lisa Devine**, R.N.-APP; and **Melissa Wilkins**, R.N.-APP who are Nurse Interns. We also welcome **Belle Raines** and **Tina Morris**, who are Nurse Externs from UNC-G as well as **Sandra Faircloth**, R.N.; **Deborah Everett**, N.T. I; and **Apryl Pruitt**, N.T. I.

Births: Stay tuned! We have many new babies on the way (smile!).

Congratulations to **Rachel Bower**, R.N. who married Dr. Rick Kerensky on May 4, 1991 and to **Debbie Johnson**, R.N., who married Mr. Tim Crigler.

Congratulations to **Becky Siler**, R.N., who completed the BSN program at North Carolina A&T and to **Jenny Clapp**, R.N., who received the Sigma Theta Tau award on her graduation from the MSN program at UNC-G.

Congratulations also to **Lori Borchert**, R.N., and **Shelley Foster**, R.N. (Birthing Suite Nurses) admitted to the Community Based Midwifery Program of Case Western Reserve University.

### Department: Plant Operations

#### Reported by: Patty Jones

We welcome on board **James Lewis**, Third Shift Security/ Control, Plant Operations!

Congratulations to **David McMillian**, Mechanic, who married Kathy J. Hawks on Saturday, June 15, at 2:00 p.m.

### Department: Admission Services

#### Reported by: Rhonda Peedan

We would like to welcome **Dallita ("Lita") Reid**, as Cashier. She joined us on May 28. **Kim Bassett** has also joined us as an Admitting Representative working weekends.

### Department: Medical Records

#### Reported by: Sybil Hilderbrand

We welcome **Sherri Smith**, Medical Records Clerk II, to The Women's Hospital staff.

### Department: Environmental Services

#### Reported by: Dorothy Bethea

We welcome **Alice Tripp**, Environmental Service Technician, Second Shift and **Larry Jenkins**, Environmental Service Technician, to The Women's Hospital.

Congratulations to **James Lewis**, Environmental Service Technician, to Safety and Security Officer.

#### Note:

**Victory Cheer! Congratulations to The Women's Hospital volleyball team who played Cone's Financial Services and won best two out of three at their first game.**

## VIEWPOINT

### James R. Whiting

Executive Vice President  
The Women's Hospital of Greensboro

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Eileen Kerr

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OF GREENSBORO

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