

## Teamwork helps Green Valley Cafe excel

Hawaiian Beef Kabobs, London Broil and Mesquite Barbecue Chicken — can this be hospital food? Beating down the hackneyed image of the tasteless burger, the Green Valley Cafe, spurred by recent changes in the Dietary Department, has proven that food that is good for you can also be mouth-watering.

One of the first noticeable department changes included the addition of Julia Stanford, Director of Dietary Services. Julia, who is employed by the Healthcare Division of Morrison's Hospitality Group, came to The Women's Hospital on November 9, 1992, with seven and a half years experience as Food and Beverage Director with Holiday Inns. Prior to accepting her position at The Women's Hospital, she was with Southeastern Georgia Regional Medical Center in Brunswick, GA.

To The Women's Hospital, Julia brought with her a number of new ideas and methods of operation that resulted in a very different Green Valley Cafe. For example, all food is now cooked "from scratch," and vegetables are seasoned with chicken, beef and bacon bases, which are healthier than lard seasoning. Two new staff members, a baker and a chef, have also been added. Chef Carmelo Cambareri has 40 years of experience and can whip up a creme blanche in minutes, and Baker Jeff Miller, nine years in the profession, prides himself on his popovers.

"Our long-term employees have adjusted to many changes. I'm very proud of the way our department has come together to make this transition a success," said Julia. With our chef and baker, we are now baking products instead of buying them, and our cook adds creativity in the preparation of food, as well as providing training for the other cooks," she said.

Although the transition seemed a bit awkward at first, Julia is appreciative that hospital staff have noticed a difference. "People naturally resist change, so it's exciting to see everyone realize that some of our new ways of doing things are actually working for the better," she said. She cited teamwork as the number one reason for the success. "With so many people doing different jobs, you have to work as a team to create the final product," said Julia.

"We put on a show everyday — especially at 11:00 a.m. The Hospital employees and



patients are our audience," she said. "When I see the employees drop what they're doing and help out on the serving line without being asked, I know that our teamwork will produce satisfied customers."

Hospital employees are likely to be even more satisfied by the most recent change in the cafeteria menu. A new program called Pro Health Dining, or PHD, has been implemented. PHD promotes eating foods that are low in calories, cholesterol, sodium and fat by making the breakdown of nutritional value available to employees and to the public by posting each category above the entree. Thus far, PHD has been a success with both Dietary staff and other hospital employees.

"It's healthier food," said Julia. "We have literally hundreds of PHD recipes from which to choose. We use feedback from employees to determine whether or not to continue making a certain item. If the employees do not like a particular item, we take their opinions into consideration when planning the menu," she said.

Dietary supervisors have noticed the change in operations and in employees' attitudes since the transition. Mary Wilson, Supervisor, remarked that sales have increased since Morrison's took over. "Along with more food choices and selection has come more

"I'm very proud of the way our department has come together to make this transition a success," said Julia. With our chef and baker, we are now baking products instead of buying them, and our cook adds creativity in the preparation of food, as well as providing training for the other cooks," she said.

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## Employee input makes a difference

At The Women's Hospital, our management team is truly fortunate to have a number of vehicles at its fingertips to allow us the opportunity of discussing issues, concerns and new projects with our employees and of hearing the concerns of our patients. These vehicles, both informal and formal and which include the Employee Council, the Employee Roundtable, results from our Patient Satisfaction Survey, Departmental Meetings, Guest Relations Programs and Department Managers Meetings, provide us with firsthand knowledge and enable our management team to take action, or at the very least, to be more-informed decision makers.

In 1991, with the goal of obtaining employee feedback in mind, I began holding monthly round table discussions with non-management employees. Each month, 10 employees are invited to have lunch with me to discuss the positives and negatives of working at this hospital. These round tables provide us with yet another avenue of communication. At a number of these sessions, people have asked what has been accomplished with all the feedback our management team has received. Our list is quite long and wide-ranging:

- Flexible benefit package;
- Addition of more lighting in the parking lots;
- Improved Credit Union hours;
- The more frequent sharing of positive patient comments with staff;
- Night time food service in cafeteria;
- Addition of non-fat food choices in the cafeteria;
- Improved ground floor elevator signs;
- Purchasing of additional wheelchairs;
- Expansion of the parking lot;
- Purchasing of picnic tables;
- Improved morgue area and procedures;
- Bringing back the aerobic evening classes;
- Purchasing of a bicycle rack;
- Addition of Cable TV to patient televisions; and
- Making beepers available to husbands.

Most recently, however, we have received excellent feedback and input during our Guest Relations Team Building Sessions. During these sessions, 61 teams looked at the following problems topics: 11 teams — Too many meetings; 10 teams — Illegal parking; 9 teams —

Staffing; 6 teams — Compression; 4 teams — Infant ID Bands; 4 teams — Attendance Policy Inconsistencies; 4 teams — Communications; 4 teams — Paper Waste; 3 teams — Late Evaluations; 2 teams — Management not well known; 2 teams — Security; 1 team — Lack of employee support at special functions; and 1 team — Poor employee performance.

The outcome of these sessions, which were rated very valuable or valuable by 91 percent of participants, was not only our learning to function better as teams, but these sessions produced a wealth of excellent ideas for solving or alleviating these problem areas. All suggestions from these sessions have been discussed in administrative staff and distributed to department managers for evaluation and possible implementation.

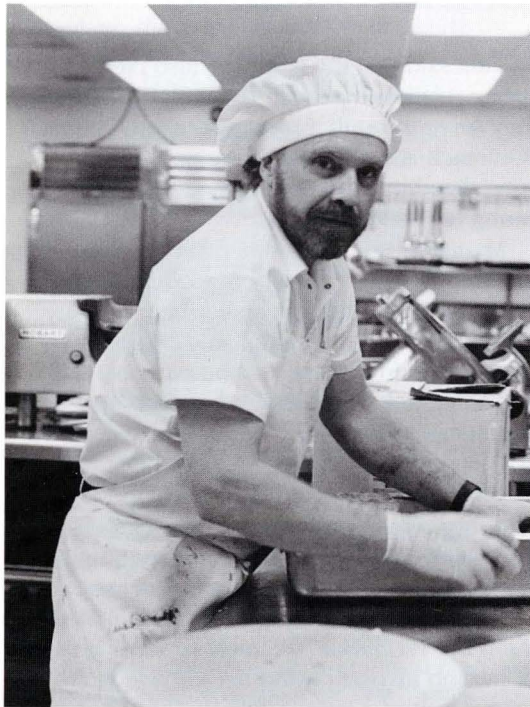
Yet, another as important element of all the feedback we receive, are the positive comments about why people enjoy working here. Some of the most frequently mentioned positive comments include these:

- Employees are professional and friendly;
- We all feel like a team;
- Hospital has an excellent mission in treating the whole community;
- Hospital is always growing and improving;
- Employees really care about our patients;
- We offer excellent quality of care;
- Employees are involved in the community;
- Good overall atmosphere is created by knowing a lot of employees and having daily interaction; and
- Employees and physicians are able to have input in decisions.

I feel we have several mechanisms for feedback in place, and the employee roundtable is an important one. It is a valuable tool in improving the hospital for our employees and our patients. And our efforts to continuously improve are basic to our Total Quality Management program. In a very real sense, our staff is the customer of management, and we have a responsibility to focus upon your needs — these round tables help us do that. Please attend when you receive your invitation, and I look forward to eventually talking with each one of you. ■

**James R. Whiting**  
Executive Vice President

## Green Valley Cafe introduces low-fat menu



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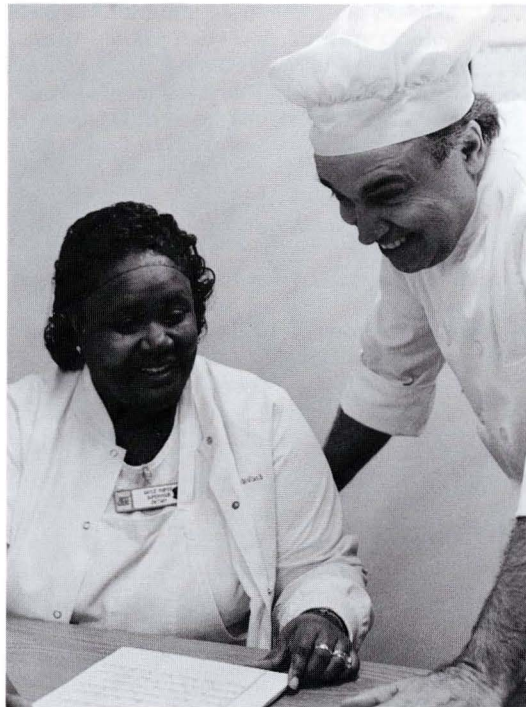
responsibility for the supervisors. Our decisions count more than ever now," she said. "I think the employees are adjusting to the change well."

Pat Stimpson, also a Supervisor, said that fresh new ideas, such as new menus, soup and potato bar, and fresh doughnuts, keep customers coming back. "Our customer satisfaction as a whole has really improved," said Pat. "By offering new and better suggestions, it proves to our customers that we

PHD promotes eating foods that are low in calories, cholesterol, sodium and fat by making the breakdown of nutritional value available to employees and to the public by posting each category above the entree.

really are concerned about them and take their comments seriously," she said.

"People seem to like the fact that our menu now offers fresh-baked items," said Gayle Phifer, Production Assistant. "Because our Dietary team makes the effort needed, we are able to get the product out and satisfy our customers."



▲ 3

Beulah Sharpe, another Supervisor, agreed that teamwork was the main reason for the successes of the Dietary Department. "It's nice to see people helping one another to get the meal out on time," she said. "This positive change has caused more people to visit our cafeteria — we often have lines out the door," said Beulah.

As Director of Dietary Services, Julia has many new ideas in store for the future. "We have recently expanded cafeteria hours until 10:00 a.m. for baked goods and beverages," she said. "I would like to further expand cafeteria hours to reopen at 4:00 p.m. for snacks and drinks and expect to be able to do this when we are at full staff." Julia will also hold two promotions per month, giving the employees a chance to participate by dressing for the occasion and by decorating the cafeteria.

Another new program Julia has implemented is the Employee of the Month and Employee of the Year. Through the Employee of the Month program, each recipient will receive a plaque and a pin honoring his or her outstanding service. "Our first employee of the month was Doll McNeil," she said.

"I am so proud of the things we have accomplished as a team in the past few months," said Julia. "It is a fast-paced environment and such a challenge. It's the best job I ever had." ■



▲ 4

▲ 2

Baker Jeff Miller kneads the day's rolls.

▲ 3

Gail Phifer, Production Assistant, reviews weekly orders with Chef Carmelo Cambareri.

▲ 4

Mary Wilson, Supervisor, verifies a special function menu.

## Neonatal Transport Team receives Guest Relations Commendation

"Much of the team's sensitivity involves putting themselves in the parents' shoes. They all try to imagine how hard it would be if they were the parents whose baby was being taken away."



By 2:50 a.m. each on-call member of the Neonatal Transport Team is awakened. In 30 to 45 minutes, the NTT is traveling down Highway 220 on a life-saving mission to help a baby at an outlying hospital. The Women's Hospital's NTT is a team of healthcare professionals responsible for transporting critically ill newborns from referring outlying hospitals to The Women's Hospital. Here, they receive a higher level of care than is available at smaller hospitals.

But the team members do more than transport sick babies from one hospital to another. They realize that behind every transport there is a family in need. The sensitivity and caring that NTT members show to every baby's family during a transport is the best example of why each member of the NTT has been chosen to receive the guest relations commendation. According to Tina Hunsucker, Director of the NTT, "Much of the team's sensitivity involves putting themselves in the parents' shoes. They all try to imagine how hard it would be if they were the parents whose baby was being taken away."

Tina said that the team has also created strong relationships with the outlying hospitals they serve through a program called Outreach. "Outreach is a program that provides specialized healthcare information about caring for critical infants."

Marie Stevens is a nurse practitioner on the Transport Team. "It's very rewarding to take a sick baby and bring it here where we can improve his or her health," said Marie. She stressed the importance of the parents' involvement in the baby's treatment. "The parents are encouraged to leave tapes of their voices, so that when they cannot be at the hospital their baby can listen to them," she said. Marie feels the emotions the parents are going through. "Some days are very tough. I cry mostly tears of joy, though," she said.

Franda Daye is a Respiratory Therapist on the NTT. To Franda, the most rewarding aspect of her job involves using her knowledge to help transport a baby safely to The Women's Hospital. She also is very aware of the parents' feelings during a transport. "We have to remember that this woman has just had a baby and boom — we take it away. I do whatever I can to ease their pain."

After stabilizing the infant, the team members bring the baby back to the parents. The team members take time to carefully explain to the new parents what is going on. The practitioner explains what procedures and treatments the baby has received. The team members carefully listen to the parents' questions and make sure they are addressed.

In an effort to lessen the shock of separation, a team member takes a polaroid picture of each newborn, and gives it to the parents. Another member assists the parents in working through a packet of information about The Women's Hospital and medical terminology, about the Neonatal Intensive Care Unit and their baby's upcoming treatment.

Since its creation, The Women's Hospital's Neonatal Transport Team has successfully transported many babies to The Women's Hospital for care. On each transport, every member carefully remembers that with each tiny baby is a family in need. For this we congratulate and thank each member of the NTT for their hard work. ■

## Newsnotes

*New visiting regulations in place*

To improve the security of The Women's Hospital while maintaining a family-centered atmosphere, the following changes in visiting regulations were effective March 1:

- Visiting hours will be from 10 a.m. to 8:30 p.m.
- Visitors who wish to remain after 8:30 p.m. must obtain approval from the Unit Nurse. Visitors with authorization to stay will be given a badge that lists their names and the unit they are visiting.
- Visitors who enter the facility after visiting hours must obtain a visiting pass at the Maternity Admissions Registration Desk.
- Many exterior doors to the facility will be locked.
- The Main Entrance and the Outpatient and Education Center entrances will close at 8:30 p.m. The Physician Entrance off the physician parking lot will be locked at 7:30 p.m.

As these new regulations are implemented, staff members may question employees who are not wearing name tags after visiting hours. It is, therefore, very important for employees to wear their name tags, especially those who enter the facility after visiting hours are over. If you have any questions or comments about the new visiting regulations, call Debbie Grant, Director of Nursing, at 574-6505.

*Two new vice presidents join  
The Moses H. Cone Memorial Hospital*

The Women's Hospital would like to welcome two new vice presidents who recently joined The Moses H. Cone Group of Health Care Services.

Timothy R. Rice was appointed Vice President, Health Services. Rice, formerly Vice President, Patient Care Management, at Moses Cone Hospital, is now responsible for services provided outside Moses Cone. These include the Moses Cone Extended Care Center, the Moses Cone Day Surgery Center, the Moses Cone Outpatient Rehabilitation Center and the organization's various joint ventures.

Tom Gettinger joined The Moses H. Cone Memorial Hospital as Vice President, Patient Care Management. Gettinger was previously with Byerly Hospital in Hartsville, SC, where he was assistant administrator.

*Employee Service Awards Held*

The Annual Employee Recognition and Service Award Banquet was held Thursday, February 25 at the Khoury Convention Center. More than 500 employees of The Moses H. Cone Group of Health Care Services attended the banquet. The following Women's Hospital employees received recognition for their years of service:

**Five years of service**

**Shirlene Anderson**, Mother/Baby Unit;

**Deborah Berman**, Mother/Baby Unit; **Maria Betts**, NICU; **Dona Branson**, Operating Room; **Katrice Brown**, NICU; **Tamara Burton**, NICU; **Pamela Chandler**, Med/Surg Unit; **Patricia Clamp**, Mother/Baby Unit; **Tammy Coble**, Birthing Suites; **Lori Davenport**, Birthing Suites; **Franda Daye**, Respiratory Therapy, EKG, EEG; **Anne Dodson**, Maternity Admissions; **Kathleen Doss**, NICU; **Lydia Duncan**, Med/Surg Unit; **Rosa Foust**, Environmental Services; **Tammy Frizzell**, Birthing Suites; **Marilyn Grimmert**, Pharmacy; **Susan Hager**, Birthing Suites; **Ollie Hawkins**, Maternity Admissions; **Teresa Hicks**, Respiratory Therapy, EKG, EEG; **Mary Holderness**, Birthing Suites; **Kathy Jarman**, Executive Offices; **Susie Johnson**, Environmental Services; **Della Jones**, Environmental Services; **Lee Lassiter**, Mother/Baby Unit; **Sharon Lee**, Mother/Baby Unit; **Joni Livingston**, Laboratory; **Brenda McDaniel**, Birthing Suites; **Sharon Miller**, NICU; **Rod Moore**, Anesthesia; **Myrna Pollett**, Birthing Suites; **Devona Sands**, Birthing Suites; **Katherine Schorr**, Maternity Admissions; **Lora Mae Shaw**, Ultrasound/Mammography; **Sandra Shields**, Mother/Baby Unit; **Lori Sickelbaugh**, Admission Services; **Marshal Sparks**, NICU; **Lisa Squires**, Mother/Baby Unit; **Barbara Thomas**, Mother Baby Unit; **Marjorie True**, Birthing Suites; **Kimberly Vincent**, Respiratory Therapy, EKG, EEG; **Lisa Wilson**, Mother/Baby Unit; **Mary Wilson**, Dietary Services.

**10 Years of Service**

**Susan Bell**, Operating Room; **Sara Borrell**, Pharmacy; **Norma Caldwell**, Environmental Services; **Rebecca Campbell**, Pharmacy; **Sally Copeland**, Executive Offices; **Lisa Cooke**, NICU; **Deborah Hill**, NICU; **Rebecca Joiner**, Respiratory Therapy, EKG, EEG; **David McMillian**, Plant Operations; **Susan Murray**, Post Anesthesia Care/ICU; **James Shamberger**, Environmental Services.

**15 Years of Service**

**Sarah Bean**, Central Nursery; **Flossie Boone**, Dietary Services; **Delta Brande**, Birthing Suites; **Mary Burke**, Communications; **Marilyn Canada**, Anesthesia; **Nancy Flinchum**, Accounting Services; **Catherine Hinson**, Dietary Services; **Willie Johnson**, Quality Assur/Risk Mgt; **Yvonne Jones**, Purchasing; **Michelle Karam**, NICU; **Sara Lowe**, Operating Room; **Gayle Phifer**, Dietary Services; **Valeria Pritchett**, Staff Development; **Deborah Ramsey**, Mother/Baby Unit; **Mary Simon**, Radiology Diagnostic; **Carlton Smith**, Dietary Services; **Helen Sullivan**, Radiology Diagnostic; **Elizabeth Thompson**, Operating Room; **Grace Wallace**, Operating Room; **Ruth Ward**, Operating Room; **Geraldine Watkins**, Laundry; and Linen.

**20 Years of Service**

**Sandra Dagan**, NICU.

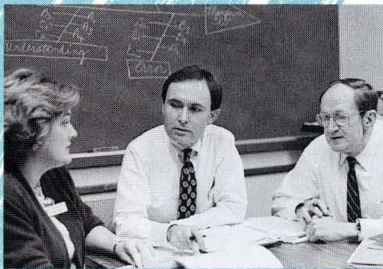
**30 Years of Service**

**Sarah Fuller**, Birthing Suites.

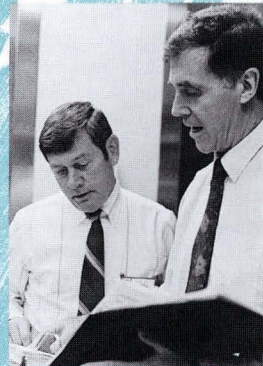
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## TQM teams making great strides

As many of the hospitals' services are provided by several departments in cooperation, cross-functional teams have been formed to create improvements across these services — a cornerstone of TQM. Team members have been chosen with two goals in mind: a member from each service involved in the process being examined should participate on the team, and the team should have a mix of front-line employees and members from management. Teams were formed last summer to address the four distinct problems and have made great strides in their analysis.



▲ A



▲ B



▲ C

### Late Discharges

The "Late Discharges" team is addressing the number of patients discharged after 11:00 a.m. The large number of such discharges limits bed availability until late in the day and causes additional hours of patients' being held. The team has diagnosed the two causes of the problem as (1) patient transportation and (2) timely discharge orders and communication between all disciplines relative to planning for timely discharge. The team is preparing to share and implement its resolution to these causes.

(Left to right)

**D.** Debbie Grant, Nursing, The Women's Hospital; and Lisa Boland, Nursing, Moses Cone Hospital.

**E.** Ginger Penley, Patient and Family Services, Moses Cone Hospital; and Kathryn Williams, Nursing, Moses Cone Hospital.

Not pictured are: Diane Stephenson, Nursing, Moses Cone Hospital; Kathy McPhail, Nursing, The Women's Hospital; Lydia Duncan, Nursing, The Women's Hospital; Marion Cato, Nursing, Moses Cone Hospital; Dr. Mark Anderson; Dr. David Keller; and Dr. Patrick Ballen.

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### Lost Charges

This team is addressing the number of "lost charges," with the goal of reducing the amount of staff time spent on resolving lost charges. The team has narrowed its focus to those units experiencing the greatest number of lost charges, and is currently surveying staff of those units to check agreement of the cause with the data the team has collected. The team is developing proposed solutions to the causes identified.

(Left to right)

**A.** Kathy Smith, Nursing, The Women's Hospital; Jack Upton, Support Services, Moses Cone Hospital; and Victor Fischer, Materials Management, The Women's Hospital.

**B.** Sandra Howell, Nursing, The Women's Hospital; Bill Strickland, Administration, Moses Cone Hospital; and Karla Kelly, Nursing, Moses Cone Hospital.

**C.** Bob Lacy, Materials Management, Moses Cone Hospital; and George Twiselton, Audit Services, Moses Cone Hospital.

Not pictured are: Harlen McGuire, Nursing, Moses Cone; and Jean Henderson, General Accounting, Moses Cone Hospital.



▲ D



▲ E

(Continued from page 6)

**Late Invoice Payments**

This team is addressing late payment of invoices to vendors. This problem causes both missed discounts and vendor dissatisfaction. The team has identified the receiving process as the chief cause of the problem, and is working with five departments which have the greatest problem with resolutions.

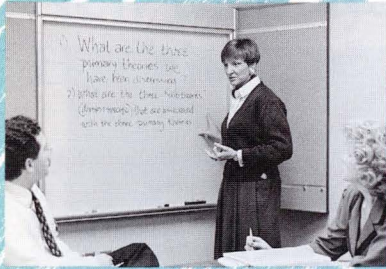
(Left to right)

**F.** John Rodio, Purchasing, Moses Cone Hospital; Beckie Knight, AHEC; and Elaine Deal, Radiology, Moses Cone Hospital.

**G.** Dave Kitzmiller, General Accounting, Moses Cone Hospital; and Dottie Moore, Supply Processing and Distribution, Moses Cone Hospital.

**H.** Sandy Cork, General Accounting, Moses Cone Hospital.

Not pictured are: Jim Cocke, Facilities, Moses Cone Hospital; and Emily Keen, Food Services.



▲ F



▲ H



▲ G

**Late Medication Delivery to Patients**

This team is addressing problems in timely delivery of medications to patients, considering the system from the time of physician order to the actual administration of the medication to the patient. The group has narrowed the problem's focus to first doses based on data review and has refined our understanding of standards of timely delivery.

(Left to right)

**I.** Jim Hasspacher, Pharmacy, Moses Cone Hospital; Mary Krause, Nursing, Moses Cone Hospital; and Phyllis Rucker, Nursing, Moses Cone Hospital.

**J.** Marilyn Cox, Nursing, Moses Cone Hospital; and Pat Nance, Pharmacy, Moses Cone Hospital.

Not pictured are: Beth Wright, Nursing, Moses Cone Hospital; Mike Lopez, Management Systems, Moses Cone Hospital; and Dr. James Weissman.

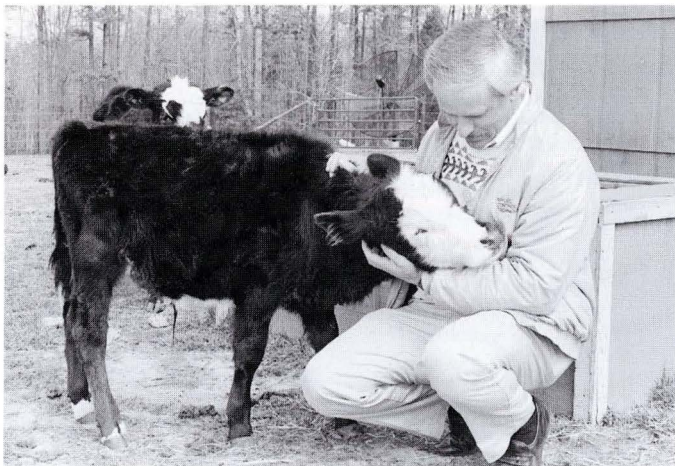


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▲ J

## Donnie Williams had a farm



"Because all of the cows are bottle fed as calves, they are very gentle. They follow people around like a dog would. I think of them as pets."

A new winter day is dawning. A sparkling layer of frost covers the pasture on a small farm in Julian, NC. At 6:15 a.m. when most people are still asleep, this farm owner is already busy.

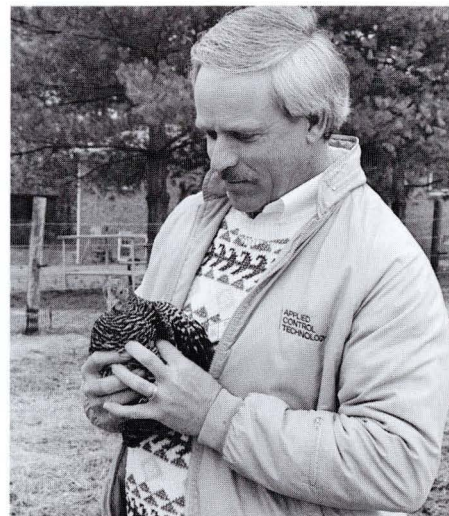
His breath hangs in the crisp morning air as he walks out to the barn. With two dogs scampering under his feet, he begins to haul bales of hay into the barn. As he feeds his four heifer cows, they all low and gather around, each wanting its daily head rub. He takes a few minutes to pay special attention to one heifer — a brand new mom — and her strong newborn calf. At 7:15 a.m. he hurries back inside to get ready for another job as director of Plant Operations and Security. Donnie Williams knows well the responsibilities of helping run a hospital.

To hear Donnie tell the story of his farm career, it all started when he, his wife Donna and son Donnie Jr., gave up suburban life in Greensboro and moved to a house in Julian surrounded by seven acres of farm land.

Donnie always loved raising animals. As a child, his mother was always scolding him for bringing home a variety of critters — snakes and baby rabbits.

So when Donnie got tired of continually mowing four acres of fields, it was natural for him to get an animal to help out. Donnie got his first cow, a half-Hefford and half-Holstein, four years ago. "Since building and maintenance had always been in my background, I decided to build a fence and barn for my new calf, Daisy. The barn was built from recycled materials and only cost \$300." The calf was a newborn who had to be bottle fed twice a day — once before work and after work.

Raising the cow was not easy, but for Donnie it was a labor of love. With advice



from a local dairy farmer, Donnie learned all about giving his new calf shots, vitamins and feedings. Soon the cow was weaned, and old enough to eat grass. But Donnie soon learned that four acres were too much for one cow to handle, and he was still having to mow!

Donnie raised another baby calf named Samson. The two still could not keep the grass down. He bought another baby calf, and then another. Now Donnie has four cows — including one who delivered on February 16, 1993.

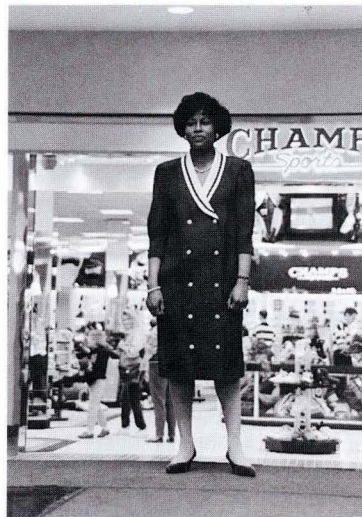
What started out as a way to get out of mowing grass has turned into a hobby that is very relaxing and a lot of fun for Donnie.

"Because all of the cows are bottle fed as calves, they are very gentle. They follow people around like a dog would. I think of them as pets," he said.

Life on the farm has not been a bed of roses, though. One summer, a bull that had always been gentle turned mean. Donnie said, "This bull went crazy all of a sudden and tried to knock my wife into a fence. No one was hurt, but sadly we had to sell him because he had become too dangerous to handle."

Donnie's lifelong love of raising animals has resulted in a way of life that allows him to do what he loves most, and throughout his career of off-hours farming he has raised litters of pot belly pigs, dogs and baby squirrels. What does the future hold for Donnie and his farm? Donnie says he would like to specialize in raising Heffords only, but that doesn't mean if the right box turtle crossed his path, he wouldn't take him in. ■

## New displays, events hit at Family Health Forum



The Family Health Forum, held March 6 at the Four Seasons Town Center, drew more than 2,000 community residents. Our biggest health event of the year, the 1993 Family Health Forum featured new exhibits and events. Our new midlife woman's exhibit offered a free notebook full of information to participants as well as a goodybag. A maternity fashion show, organized by Childbirth Educator Eslie Holliday and Motherhood maternity store, kicked off an afternoon full of mini-lectures. And good ole Huga-Bear greeted our young friends, especially those interested in our Neonatal Transport Team and vehicle.

## Viki Gilley named Laboratorian of the Year



Viki Gilley, Phlebotomy Supervisor, Laboratory, recently was named Laboratorian of the Year by her peers from The Moses H. Cone Group of Health Care Services. The award was given to Viki for her exceptional service to patients, cooperativeness with Laboratory and hospital staff members and physicians, and for overall professional attitude, among other deciding criteria.

"Viki is an exceptional member of our healthcare team. She is dedicated to her position, her co-workers, and, most of all, to our patients and their families," said Ella Edwards, Director of the Laboratory. "As one of her co-workers commented, Viki has a distinct talent for communicating comfort to other people, and helps ease the burden of an upsetting situation," she said.

"I truly feel Viki exemplifies all of the qualities we as laboratorians and healthcare providers strive for in our professions, and we congratulate her," said Ella.

On winning the award, Viki said, "It is a great honor." Viki received a pin, a diamond necklace, an engraved silver tray and a free dinner. ■

## Newsnotes

### *Recycling Committee elects new representative*

Jim Shaw, Assistant Director, Pharmacy, has recently taken on the responsibility of representing the recycling committee on The Women's Hospital campus. Any questions regarding recycling should be directed to Jim by calling extension 6899.

### *ICU construction under way*

The first phase of the Intensive Care Unit (ICU) construction project at The Women's Hospital is under way. The first phase, which will last about seven months, includes construction of the new area and a temporary tunnel for an employee entrance, plus renovations to the loading dock.

The entire project is scheduled to be completed in about 14 months. It includes the following:

- Addition of four ICU rooms.
- Addition of a C-section room, which will free an OR room currently designed for C-sections.
- Renovation of the post-anesthesia area, Day Surgery area, Central Sterile Supply and nurses lounge.
- Relocation of a family consultation room immediately off the OR corridor.

### *The halls have ears*

In the elevator, out on the hospital floor, in the parking lot after a shift, or even in the cafeteria during lunch, you can hear staff members talking about many things. However, you should be careful not to discuss the patient's status or opinions on the quality of care they receive. Some people have found out the hard way that the halls have ears. Sometimes conversations that the patient or their family members overhear might cause them to get anxious or have concerns about care. In fact, this is a leading cause of malpractice suits by patients.

In our hospital, the patient has the right to privacy concerning her own medical care program. Patients trust staff members to keep their medical histories, status, and treatment private. Talking about a patient unnecessarily, within earshot of any person, is a breach of the patients' trust in total confidentiality.

It is smart to be especially careful in an area where a patient or her family might easily overhear staff chatting. Kay Newman, third floor Nurse Manager at The Women's Hospital, feels that there are certain areas where staff members can be easily overheard. "Number one in my book is the hallways outside patient rooms, and number two is the elevators," said Kay. "Hospital staff should be especially aware of what we say and how we say it. Once, a person thought staff members were talking about her, and she became very upset. No one was,

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## Newsnotes

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it turns out, but the patient perceived this from the staff, and the damage had already been done."

We should all be aware that it is possible for a suit to be based on information not written on the patient's medical record. Nurses and other staff members who are discovered discussing patient information can be subpoenaed by a lawyer and required to testify in court.

Discussing a patient is necessary for proper communication among caregivers. However, hall chatter is not the answer. According to Martha Bagwell, Vice President, Support Services, "Employees should only discuss patient care issues with other employees who have a need to know, and these conversations should take place in private places, such as staff conference rooms and other private work areas. If employees have concerns about a patient care issue, they should discuss it

with their supervisor or manager, so it can be followed up appropriately."

### (Almost) New Nurse Manager comes to Birthing Suites

"After searching for a Nurse Manager treasure from Hawaii to Norfolk for more than two years, we have uncovered a diamond in our midst," said LaVonne Beach, Vice President, Nursing. Maggie Conklin, RN, M.P.H.A., has accepted the position of Nurse Manager for Birthing Suites. Maggie came to The Women's Hospital in August, 1991, as our Employee Health/Infection Control Practitioner. "Since that time she has provided strong leadership in the development and maintenance of Employee Health and Infection Control programs," LaVonne said.

## Making Rounds

### Department: Pharmacy Reported by: Linda Sells

We welcome new employee **Sara Borrell**, Pharmacy Tech, second shift!

We also welcome transfer **Neil Rochette**, Staff Pharmacist, who came from Moses Cone Pharmacy to The Women's Hospital on January 4. Welcome, Neil, glad to have you! Neil will be working third shift. Incidentally, Neil's wife **Sue** works in our OR.

On October 7 and 8 (92) the Carolina Seminar was held at the Holiday Inn at Four Seasons. It was attended by **Jim Shaw**, **Zarina Chow**, **Bridget Wallace**, **Debbie Houston** and **Anne Mason**. It was the second time Pharmacy Techs were invited to go (attended by **Linda Sells**).

**Jim Shaw** attended supervisory TQM training, and is ready for action. He is also on the task force for employee TQM training.

December 6-10 was the 27th Annual Mid-Year Clinical Meeting in Orlando, FL. **Becky Campbell**, **Jim Shaw**, **Anne Mason**, and **Michelle Shaw** attended. Michelle's research on Fentanyl Stability was accepted for poster presentation.

### Department: Women's Education Center Reported by: Peggy Matthews

Welcome to new employee **Tina Latham**, Secretary! **Emmaline Jackson-Stier**, Secretary, has transferred from the Women's Education Center to Staff Education/Infection Control/Employee Health.

### Department: Medical Library

**Suzanne Angel** contributed chapters for a newly-published children's book on the world of insects. She also performed Christmas programs with the sign language troupe "Hand Made" for several civic and church groups.

### Department: Dietary

Welcome to new employees Chef **Carmelo Cambareri**, First Cook; **Jeff Miller**, Baker; **Kenneth Evans**, Cafeteria Worker; **Leslie Evans**, Cafeteria Worker; **Karen Hatley**, Cafeteria Worker; **Wilhelminia Johnson**, Cafeteria Worker; and **Julia Stanford**, Food Service Director.

**Geraldine Campbell**, Cafeteria Worker, has returned to third shift.

### Department: Environmental Services Reported by: Dorothy Bethea

Welcome to employees **Gloria Henryhand**, Technician, second shift; **Willie McDowell**, Technician, first shift; **Shannon Herbin**, Technician, first shift; and

**Delock Jones**, Technician, third shift.

### Department: Medical/Surgical Unit

The Women's Unit would like to welcome new employees **Cynthia Marshall**, NT I; and **Beverly Yates**, NT I.

**Mary Kay Reed** became **Mary Kay Hocking** on December 1992. Congratulations to Mary Kay and Tom as they start their new lives!

We'll be saying goodbye to **Patty Belk**, Nursing Secretary/Monitor Tech, on 2/8/93, as she makes the transfer to Moses Cone (2900). Good Luck Patty!

**Kay Newman** met selection criteria for Who's Who in American Nursing Edition '93-'94. Congratulations Kay!

### Department: Operating Room Reported by: Wendy Sanders

Congratulations to **Susan Bell** on her promotion to Specialty Manager and to **Mary Goodman**, RN, on her CNOR certification!

Best wishes to **Mary Fowler**, RN, on her retirement from The Women's Hospital. She has been an employee with The Moses H. Cone Group of Health Care Services for 20 years! A reception was held for her on January 13, 1993. We will all miss her!!

### Department: Mother/Baby Unit Reported by: Kathy McPhail

Welcome to new employees **Mary Hoffman**, NT I; **Felicia Greene**, RN; **Margie Hauser**, NT I; **Virginia Comer**, RN; and **Christy Combs**, NS.

Congratulations to the following new moms! **Cathy Moore**, RN, a girl; **Linda Nash**, RN, a girl; **Lee Lassiter**, RN, a girl; **Beverly Daly**, RN, a boy; and **Renee Mason**, RN, a boy.

Congratulations also to **Lita (Thomas) Wilson**, RN, who was married on October 24, 1992, and to **Linda Lusk**, RN, who was promoted to CNC on January 21, 1993!

### Department: Anesthesia

Welcome to **Sam La Cates**, CRNA — a new full-time anesthetist — ask him about Rachel!

Kudos to **Maggie Thompson**, CRNA. She will be instructing the OB patients and Dads concerning the epidural service for labor. Thanks to **Rod Moore**, CRNA, for facilitating with the committee investigating a uniform IV system for the hospital.

Get well wishes to **Kathy Stephens**, CRNA, who is incapacitated again with her knee problems.

Congratulations to **Fran Tuohy**, CRNA on her election as Educational Director for District II of NCANA.

Vacation news: **Myra Kelly**, Chief CRNA, and family are visiting Mickey and Minnie this March. **Marilyn Canada**,

(Continued on next page)

## Making Rounds

(Continued from page 11)

CRNA, the eternal vacationer, meditated and enjoyed the East — Far East as in India in January. **Fran Tuohy**, CRNA, like a leming, has returned to the sea (Long Beach ocean)!

Hey Fran — reading your handwriting is like trying to decipher hieroglyphics! — (Assistant editor, *Viewpoint*)

**Department: Radiology**

**Reported by: Carrie Richards**

Wedding Bells Congratulations to **Kerry Prather**, ultrasonographer, who married Mike Dimoff on October 9, 1992. The couple enjoyed a honeymoon vacation in Italy! Also congratulations to **Lynn Sexton**, CT Tech, who married Mark Fowler on February 12, 1993!

**Lora Mae Shaw** and **Jeri Plott** achieved certification as RDMS (Registered Diagnostic Medical Sonographer).

**Norman Banner**, CT Tech, received a BA in Allied Health. Congratulations Norman!

**Department: OB/GYN**

**Reported by: Cathy Holmes**

Congratulations to **Dr. and Mrs. Arnold S. Grandis**, who are the proud parents of Ashley Elizabeth, born December 1, 1992 and weighing 5 lbs. 6 oz. Dr. Grandis is the Director of OB/GYN Teaching Service at The Women's Hospital.

**Department: Respiratory Therapy**

**Reported by: Jackie Fulp**

Welcome to new employee **Ed Peck**, RRT, and to **Jenny Merzoian**, CRT, who transferred from MCMH Respiratory Therapy to WH Respiratory Therapy.

**Department: Maternity Admissions**

**Reported by: Helen Snead**

Welcome new employees **Lynnette Weston**, RN; **Barbara Kirby**, RN; and **Laura Denis**, RN.

Congratulations to **Hope Gerner**, RNC, NP, whose article "Controlling the Spread of Varicella Zoster in the Hospital Patient," was published in the *Journal of the American Academy of Nurse Practitioners* in December 1992.

**Ann Dodson**, RN, and **Betty Bristol**, RN, received certification as Trauma Nurses, Core Curriculum.

**Department: Personnel**

**Reported by: Marcia Thomas**

The Personnel Office will continue to extend hours in 1993. It will be open the second Saturday of each month from 9:00 am – 12:00 noon. These extended hours, which began January 9, will enable employees who work on weekends to have the opportunity to discuss any questions or concerns. Third shift employees may call the Personnel Office to set up early morning appointments.

The Employee Council recently elected its officers for the new year. They are:

**Karen Har-rington**, Personnel Coordinator, Chairperson; **Micky Henderson**, Medical Technologist I, Vice

Chairperson; and **Suzanne Angel**, Medical Librarian, Secretary.

Please welcome the following new employees: **Lori Bare**, RN Level II, NICU; **Sandra Blackburn**, RN Level II, Birthing Suites; **Linda Bowling**, RN Level II, Medical/Surgical Care Unit; **Sandra Buscemi**, RN Level II, Birthing Suites; **Randall Campbell**, Central Supply Tech, Materials Management; **Jeanette Clance**, RN Level II, PACU/ICU; **Jean Creede**, Birth Registrar, Medical Records; **Tracey Cunningham**, Phlebotomist II, Laboratory; **Rhonda Dixon**, RN Level II, Birthing Suites; **Deborah Gettinger**, RN Level II, NICU; **Mary Gibson**, Nursing Tech, Birthing Suites; **Patricia Green**, RN Level II, Birthing Suites; **Gloria Henryhand**, Environmental Services Tech, Environmental Services; **Shannon Herbin**, Environmental Services Tech, Environmental Services; **Connie Hutchens**, RN Level II, Medical/Surgical Care Unit; **Susan Lockridge**, Phlebotomist, Laboratory; **Virginia Marsh**, RN Level II, NICU; **Peggy McCaslin**, CRNA, Anesthesia; **Janie McDaniel**, Medical Tech, Laboratory; **Willie McDowell**, Environmental Services Technician, Environmental Services; **Dollrea McNeil**, Cook II, Dietary Services; **Cate Parker**, Surgical Tech, Operating Room; **Carol Pope**, RN Level II, Admission Services; **Glenda Register**, Admitting Representative, Admission Services; **Deborah Sink**, RN Level II, Central Nursery; **Carol Sockman**, RN Level II, NICU; **Janice Still**, Phlebotomist, Laboratory; **Michelle Tuggle**, Lab Tech, Laboratory; **Nancy Underwood**, Records Clerk; **Rosalyn Watson**, RN Level II, Medical/Surgical Care Unit; **Dana Wilson**, RN Level II, NICU; and **Beverly Yates**, Nursing Tech, Medical/Surgical Care Unit.

Please congratulate the following employees who have received promotions: **Frances Bright**, Nursing Tech II, Central Nursery; **Karen Foster**, Phlebotomist III, Laboratory; **Karen Gillispie**, Phlebotomist III, Laboratory; **Callistra Jennings**, Nursing Tech II, Central Nursery; **Marian Short**, RN Level III, Central Nursery; **Marjorie True**, Clinical Nurse Coordinator, Birthing Suites, and **Angel Woods**, Medical Records Clerk, Medical Records.

**James R. Whiting**

Executive Vice President  
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**THE  
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OF GREENSBORO**

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