

Parents in Touch Offers Support, Education

"Before the baby is born, you don't know what questions to ask," said Madonna Campbell-Greer, mother of a one-year old. "Everyone is telling you what is going to happen. There are plenty of books on parenting to help you prepare, but when the baby is born, he or she doesn't do what the books say."

"Most of my friends are either just starting to have children or have children in age groups of one to three-years old. I'm somewhere in the middle," said Nancy Pappas, mother of a nine-month old.

Recognizing the need of new parents such as Madonna and Nancy to grow into new roles, to question, to learn, and to share with other parents, The Women's Hospital has developed a new program entitled "Parents In Touch." This free program offers several organized activities designed to promote learning and sharing among expectant parents or parents who have babies, toddlers or preschoolers.

For example, "Parents In Touch" offers periodic educational events where hospital and community speakers and resources come together to provide parents with learning opportunities. It also offers a network to facilitate mother/father or parent support groups.

Some of the events already held for Parents-In-Touch included a half-day education program dealing with the topics of The Working Parent's Survival Guide and Raising Baby Right, and a couple's candlelight gourmet dessert and lecture program entitled "Parents Are Lovers Too," as well as "Mom's Spring Fling," a half-day program. These programs have been extremely popular, and plans for the future include a "Parents In Touch" Family Reunion, said Program Coordinator Terri Burleson, RN, MSN and Perinatal Clinical Specialist.

Both Madonna and Nancy, who have been involved with "Parents In Touch" since its inception, gave the program rave reviews — particularly the mother/father or parent support groups.

"The support groups allow parents to connect with other parents," said Terri. "During pregnancy, women make connections with other pregnant women through their childbirth education classes or the Motherwell Maternity Exercise Program. After their baby's birth these connections are lost. And we have found that



many of our new parents really miss the interaction they had with other couples during their classes. Our new program, "Parents In Touch," bridges this gap and offers couples the opportunities to find the support they miss," Terri said.

The Women's Hospital uses a list of prospective group members to match up parents who have children in the same age group. The Hospital then puts the parent in touch with an existing support group or helps the parent build one in his or her area.

The groups are very informal, meeting on a weekly, biweekly or even monthly basis at various times of the day. Group members range from full-time and part-time working mothers to stay-at-home mothers with any number of children. Some group members are married; others are single parents.

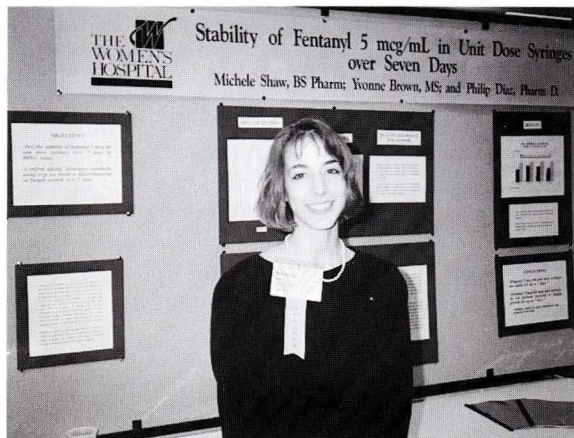
Madonna is a member of two such support groups — one consists of friends she made while participating in the Motherwell Exercise Program at The Women's Hospital before her baby was born, and the other consists of friends she has made during her postpartum class here.

"You get to know other mothers and really communicate," Madonna said. "I'll talk to another mother about something my daughter has done, and she'll say, 'Oh, that happens to me.'"

(Continued on page 10)

▲
(from left to right)
Terri Burleson,
Perinatal Clinical
Specialist, and
childbirth educators
Eslie Holliday and
Cynthia Swink, meet
to discuss progress of
the Parent's groups.

► Michele Shaw, RPh, presented a poster at the national meeting of the American Society of Hospital Pharmacists.



The Women's Hospital participates in national research project

In April, The Women's Hospital of Greensboro was selected to participate in a massive national study as part of the Women's Health Initiative, the first study of its magnitude to focus upon women's health issues.

The Women's Hospital will be working in conjunction with The Bowman Gray School of Medicine, which has been designated as one of 16 Vanguard Centers, and one of only four in the South. The study is the advance phase of a national initiative that eventually will involve 157,000 women between 50 and 79 years old, recruited by 45 clinical centers across the United States.

The Piedmont Clinic, which will enroll participants and request tests, will be located adjacent to our hospital and will be operated by investigators from our hospital in conjunction with Bowman Gray, North Carolina A&T and UNC at Greensboro. The Women's Hospital will perform most of the diagnostic services.

The study will enroll 1,270 women into clinical trials that will test two major interventions:

- The effect of a low-fat diet on breast cancer, colon cancer and heart disease.
- The effect of hormone replacement therapy on heart disease, osteoporosis and fractures.

Women can choose to be in either or both of these studies, and a third study on the effect of calcium and vitamin D supplements on fractures, osteoporosis and colon/rectal cancer is planned to be implemented later.

"This study is extremely important," said James R. Whiting, Executive Vice President, "because it is the first of its kind, and as such, focuses on the major healthcare problems of

one of the fastest growing segments of our population — a segment that traditionally has not been studied in the past."

Our role in this study is to provide not only recruitment assistance but to provide the clinical expertise and testing services required for the successful completion of the study. These services — laboratory tests, mammographies, etc., will be reimbursed, and will, therefore, boost our volumes.

Women's Hospital pharmacist presents at ASHP

At the 27th ASHP (American Society of Hospital Pharmacists) MidYear Clinical Meeting in Orlando, Florida (December 6-10, 1992), a national meeting attracting over 10,000 pharmacists annually, Michele Shaw, RPh, presented a poster on the stability of fentanyl 5mcg/ml unit dose syringes. This poster had been submitted to ASHP in the fall for approval prior to acceptance. Recognition was given to Yvonne Brown, Moses Cone Laboratory, and Philip Diaz, Pharm. D, AHEC Pharmacist, for their assistance to Michele in assay determinations as well as data compilation.

Fentanyl is a medication used frequently in the neonates for sedation and until this research was completed, it had always been individually prepared for each patient by pharmacy staff and discarded after a 24-hour period.

With Michele's conclusions from the study, the Pharmacy Department was able to extend the expiration period to seven days and therefore reduce medication wastage, labor involved in preparation for dispensing and medication costs to the hospital. The poster was well received at the Clinical Meeting with numerous requests from other clinicians for copies. Michele was also asked to present the poster at the NCSHP (North Carolina Society of Hospital Pharmacists) Annual Meeting in February which was held in Greensboro, especially as it was one of few posters to be presented with a clinical research focus and direct impact on patient care.

"The Pharmacy Department appreciated Michele's hard work and commitment to a project which she developed from initiation," said Becky Campbell, Director of Pharmacy. "Her professionalism is a true asset to our

We receive letters

Dear Janet and Admitting Staff:

It meant a great deal to me to have each of you to welcome me and my family to The Women's Hospital in such a gracious and relaxing way. March 30 surgery and the two days in Room 310 were made special in every way. What could have been a really frightening experience for me turned out to be a successful hospitalization.

My husband and I have had several opportunities during my recuperation to speak with friends of the fine personal attention and skills you all showed. We appreciate all you did!

Cordially

Marie C. Faulkner

(Continued on page 3)

The three Rs: reduce, reuse and recycle

Sure it's quicker to toss empty drink cans into the trash and load the nearest garbage can with crumpled papers and used boxes. But in an effort to reduce the hospital's waste and to have a positive impact upon our environment, Women's Hospital employees are taking time out to recycle aluminum cans and paper and plan to implement cardboard recycling.

Since October 1992, employees at The Women's Hospital and Moses Cone Hospital have recycled more than 35 tons of waste, including 11 tons of cardboard, 1,110 pounds of aluminum and 24 tons of paper. And by 1994, the hospitals' Recycling Committee hopes to expand the program to include glass, newspapers and plastics.

To make recycling easier for employees, the Recycling Committee will be providing every department with labeled boxes for discarded paper and each floor with a bin to collect these papers. On the ground floor, the committee has also installed a bin for discarded drink cans.

Joe Davis, Supervisor, Materials Management, and last year's recycling committee chairperson for The Women's Hospital, saw a successful recycling effort for the year. "Last year, we placed a heavy emphasis on recycling paper, and everyone was very enthusiastic," he said. "We had a good total hospital response."

In the two years since the Recycling Committee was formed, the hospitals have reduced the amount of trash that goes into the landfill a little each year. This year, however, North Carolina is requiring every

community to reduce the amount of waste going into the landfill by 25 percent. Our recycled waste this year exceeds 10 percent based upon annualizing recycling figures for the past four months.

"Our emphasis for future recycling efforts is to build upon what we have already established. This starts with increasing the recycling awareness

of every employee at the hospital," said Jim Shaw, Assistant Director, Pharmacy, and Women's Hospital recycling committee chairperson. "We need to become aware of the importance of recycling in the workplace, supporting our community and preserving our environment. Recycling does require effort, so we try to make recycling as convenient as possible," said Jim.

Comments, improvements and fresh ideas are welcomed and encouraged by the Recycling Committee. If you have a suggestion, please contact Jim Shaw at extension 6899.

Recycling Committee members urge employees to help our environment by remembering to recycle. ■



Newsnotes

(Continued from page 2)

facility, and we also wish to thank other departmental employees for their support and participation in Michele's presentation.

Laboratory receives reaccreditation

The Commission On Laboratory Accreditation of the College of American Pathologists officially reaccredited The

Women's Hospital's Laboratory for another two years.

According to Ella Edwards, Director of the Laboratory, the reaccreditation applies to the following services: Hematology; Clinical Chemistry; Urinalysis; Therapeutic Drug Monitoring; Transfusion Medicine/Blood Bank; Diagnostic Immunology: Non-syphilis Serology; Diagnostic Immunology: Syphilis Serology; and Anatomic Pathology: Surgical Pathology. ■

The Women's Hospital recognizes employee contributions



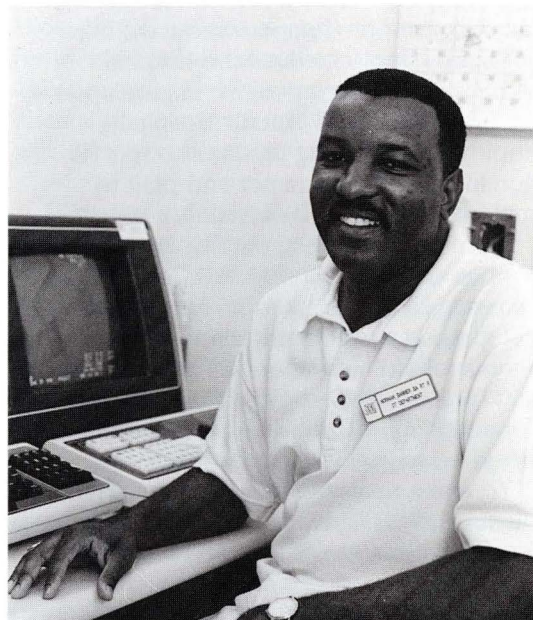
▲ (from left to right) Robin Mantoath, RN, Sarah Bean, Nursing Tech, and Audrey Thomas, Nursing Secretary, recently were recognized by their peers.

▶ (In photo at right) Norman Banner, CT Tech, was elected 1992 Employee of the Year in Radiology Services.

No asset is more valuable to a hospital than its employees. These are our front-line people, the ones who greet new moms coming in to have their first baby, who comfort and reassure patients with babies in the NICU or who make tests and procedures less frightening. The Women's Hospital realizes what a wealth of talent and dedication it relies on every day to run the hospital, and has instituted several programs to reward employees for a job well done.

The departments that have implemented employee recognition programs all agree that it is both essential and beneficial to give a pat on the back to people who do an outstanding job keeping The Women's Hospital running smoothly. At this time, the departments that have recognition programs include Dietary, Plant Operations, Radiology, the Mother/Baby Nursing Unit, Personnel and Environmental Services.

Julia Stanford, Director of Dietary Services, uses an Employee of the Month program to recognize the extra effort of her employees. "Recognition goes to someone who displays teamwork, a good attitude, and excellent attendance," said Julia. "Employees who go out of their way to serve the customer in a friendly, courteous way are recognized for their efforts." In this program, the winner's name is placed on the Star Performers plaque in the cafeteria, and the winner from the previous month presents the award. At the end of the year, an Employee of the Year is selected from the monthly winners. Julia believes recognition is a valuable motivational tool for employees. As she puts it, "That



ounce of praise is very much appreciated." As a result of the positive reaction to the Employee of the Month program, Julia states, "Each month there are a lot of smiles and clapping. This program has gone over really well." Monthly winners thus far in 1993 are: Doll McNeil, Cook; Carlton Smith, Food Service Worker; and Ann Carter, Cook.

In Plant Operations, an Employee of the Year program has been used for the last five years to honor superior performance. In this program, employees are asked to vote on their co-workers for the honor of Employee of the Year. Employees are asked to select the co-worker who has contributed the most to complete goals throughout the year. The winning employee is one who takes responsibility without question, makes an extra effort, and who is respected by fellow employees both on and off the job. The vote is confidential, and supervisors are not eligible to win. When voting, employees are encouraged to express why the person they chose should win. In the past four years, the vote for two of the years has been unanimous, and all are unanimous in support for the program.

"I think everyone in our department deserves to be rewarded," said Donnie Williams, Director of Plant Operations. "The

(Continued on next page)

Employee of the Year award is the best way I can think of to recognize people who are truly deserving of awards.”

At the November/December department meeting, the winner is honored with a plaque. The honoree also receives a personal letter of recognition at home right before the Christmas holiday. Employees are eligible to win again if their contributions continue to stand out.

Winners for the past four years include Patty Jones, Secretary (1989), William B. Soloman, Lead Mechanic (1990), David E. McMillian, Mechanic (1991) and Craig Powell, Mechanic (1992). According to Donnie, “The employees get really boosted up for it. This award tells you what your fellow employees think about you and lets you know your effort is recognized.”

Employees have shown that they really appreciate being honored by the co-workers. As David McMillian expresses, “It is the best recognition I have gotten for the work I have done.”

“It was the best feeling to bring something home that recognized me as an outstanding employee. The letter I received from my supervisor was very thrilling to me.”

--Norman Banner

In 1992, the Radiology department began honoring an Employee of the Year as well. Winners are again selected by co-workers, who are then presented with a plaque.

Helen Sullivan, Director of Radiology, makes every effort to encourage that the award goes to the most deserving employee and that it is not a popularity contest. To do this, she looks very closely at the co-workers’ comments and includes their statements in her letter of praise to the winner. According to Norman Banner, Employee of the Year for 1992, receiving a letter at home is particularly meaningful instead of being given another memo at work. He stated, “It was the best feeling to bring something home that recognized me as an outstanding employee. The letter I received from my supervisor was very thrilling for me.”

“Norman makes our work atmosphere nice — he goes beyond the call of duty in his willingness to assist co-workers. He is truly a team player,” said Helen.

Several unique employee recognition programs have also been developed in other departments at The Women’s Hospital. On

the Mother/Baby Unit and Central Nursery, employees complete a praise sheet when they observe others doing a terrific job. The praise is first posted on one of the department’s bulletin boards under the heading “Gold Ribbon Winners” or “In the Limelight.” Next, the employee receives this letter of recognition and a copy of it is placed in his or her file as a recognition of how the employee exceeds expectations; it is later referred to during evaluation. “This type of praise,” said Susan Mazzella, Specialty Manager, Central Nursery, “motivates employees to strive for noteworthy job performance which impacts unit morale and teamwork, as well as the quality of patient care.” According to Susan, “It really helps people when they are recognized for their perseverance on difficult days. It makes them feel appreciated for all their hard work.”

Environmental Services also shows appreciation for its employees’ efforts. Jack Smith, Director of Environmental Services, recognizes the efforts of his staff through letters of praise. Jeannie Caldwell was recently commended for her caring attitude toward patients. Jeannie received rave reviews in a patient satisfaction survey, and Jack did not hesitate to give her praise for her performance. Jack explains, “I usually mail a letter to the employee at home. It means more than just giving them a memo in the hospital, since they get handed so many papers every day. I save it for very special circumstances, so it means a lot to them when they receive it.”

Becky Hunnicutt, Director of Personnel, uses a variety of methods to honor all hospital employees throughout the year, such as an annual omelette breakfast, ice cream feast, Christmas party, and a cookout in May. All of these serve to let the employees know that they are valuable to The Women’s Hospital. In months where none of these programs are offered, Birthday parties are given. These parties, which have been given for the last 15 years, have become a long-standing tradition at The Women’s Hospital and are used as a vehicle to honor employee achievement. Based on memos she is sent from all the departments, Becky recognizes those employees who have received promotions, accreditation, certification, or other rewards for their extra work. Honorees are also given ribbons to signify that they have received recognition. According to Becky, “People are beginning to recognize what the ribbons stand for and are wondering what they can do to get one.” ■



▲ **Ann Carter, recent Employee of the Month in Dietary Services.**



▲ **Craig Powell, 1992 Employee of the Year in Plant Operations.**



▲ **Jeannie Caldwell, Environmental Services Tech, was recently recognized for her caring attitude toward patients.**

Quality Plus Program impacts work environment

Quality Plus — by now every employee has heard these words, and most of us have attended the first session on TQM. The session, a mixture of hospital history, group interaction and basic principles of TQM, had a definite impact on the thoughts and actions of Women's Hospital employees. Here's what you are saying about the first TQM session and what it means to you:

Mel Cambereri, Dietary Services

"I thought the class was really helpful. It is good to know that your co-workers and supervisors are sincerely interested in the principles of TQM."

Willie McDowell, Environmental Services

"I think the TQM sessions are going to be great. As employees, we should automatically instill TQM within us. I really enjoyed the first session; it just reiterates the way I feel about my job and my responsibility to our patients — team work is necessary and a very important part of satisfying the customer."

Susan Matthews, NICU

"TQM has caused me to be more conscientious toward my patients, primarily, and their families as well. Since TQM, it's much more apparent to me that I am serving these families and that their needs are first and foremost. I enjoyed the session very much."

Joan Barham, Medical Records

"TQM was informative. It inspired me to come back to my department and be a part of the 'team effort.' It encouraged me to strive for 110 percent."

Franda Daye, Respiratory Therapy

"I especially liked the group activities in the TQM session. In my department, we have always worked toward the principles outlined in the class, but I am able to see it (TQM) more frequently after the class. I have even seen it in action with other departments as well, as they use team work to give a patient the best possible care."

Linda Leonard, Admitting

"The instructors were well-informed and kept the program moving. It was exciting, because I was able to better understand the work of other employees and their departments. I have noticed a change in my own department recently because of TQM. A co-worker wrote me a note saying how much she enjoyed working with me."

Robbie Ivey, Plant Operations

"From the TQM session, I realized the

importance of courtesy and patience, whether dealing with our employees, visitors or patients. In the long run, it is necessary to work as a team. I feel that TQM should be on everyone's mind, from the nurse who comes in contact with a patient to me, when I go into that patient's room to work on a bed or chair, for example."

Angie McQueen, Accounting

"Although we in accounting do not deal as directly with our patients as do other departments, going to the TQM session helped me to see the relationship between The Women's Hospital and its customers. Now, I find that I am more concerned about helping to satisfy people, even if it is to transfer a call to the appropriate department."

Maggie Conklin, Labor & Delivery

"TQM made me more aware that patients and physicians are our customers. It's not what we think but what they want. This session made that idea of customer focus clearer to me."

Linda Sells, Pharmacy

"At our department meetings, TQM is mentioned on a regular basis. Our department manager even posts articles, anecdotes, employee actions, and anything else relating to TQM on a board in the Pharmacy. I thought the session itself was wonderfully presented — the instructors made the four hours flow well."

Lisa Cooke, NICU

"I especially liked learning about the history of The Moses H. Cone Group of Health Care Services. I had worked here for 10 years and never knew our hospital history. In the NICU, we always think of our customer as the baby we are caring for, but TQM has made me see that our customers also include that baby's mother and father, grandparents, and anyone connected with the patient."

Pat Crisp, OB/GYN

"The TQM session was very worthwhile and well-presented. The information was relevant to some of the issues we have in this department. Going to the session enabled my group to come up with some good solutions. I am now more aware of both sides of an issue."

Kay Deaton, Operating Room

"I enjoyed it. I also enjoyed the interaction with other departments. TQM reinforces the OR staff's focus, which is the patient and the patient's family as the customers."

(Continued on next page)

Susan Lockridge, Laboratory

"There's been a change since the initial TQM session, although most everyone in the Lab was already practicing the ideas behind TQM. For example, with collecting samples, I see more cooperation between units, more questions being asked. We have a better understanding of what goes on in the other units. We're just more comfortable, more aware, after attending."

Ossie Edwards, Maternity Admissions

"Our patients are our customers. They are the most important aspect of my department, and we try to give them quality care for the short time that they are with us. In our area, we are starting to refer to TQM in our conversations because of the first session."

Peggy Matthews, Women's Education Center

"In keeping with the principles of TQM, each person I interact with is the person for that moment, and I must understand them and their needs. In my department, we need to provide for the educational needs of employees, patients and visitors. I see a better understanding between departments in how to meet those needs."

Nina Haith, Central Nursery

"Communication between physicians, nurses and other employees has definitely improved since the first TQM session. In my particular class, people voiced their opinions and were open-minded to the opinions of others. Now, when I see people who attended the first session with me, I am more aware of what they do in their jobs and how it affects me." ■

Making Rounds

Department: Executive Office

Reported by: Kathy Jarman

Congratulations to **Sally Pearson**, Administrative Assistant, who married D.G. Copeland on February 20, 1993!

Tab Haigler, Controller, was re-elected to the Board of Directors of the Greensboro Healthcare Credit Union for a three-year term.

Department: Environmental Services

Reported by: Dorothy Campbell

Please welcome new employees **Helen Brown**, Env. Svs. Tech., first shift, part-time; **Cathie Faulkner**, Env. Svs. Tech. first shift; **Jessie Allred**, Env. Svs. Tech., second shift, part-time; and **Vonda Siler**, Env. Svs. Tech., third shift, part-time.

Congratulations to **Bonnie Harvey**, Env. Svs. Tech., who was promoted to the Nursing Tech. Program!

Department: Nursing Administration

Reported by: Terry Osborne

Maggie Conklin, Infection Control/Employee Health Practitioner, was promoted to Nurse Manager, Birthing Suites. Also **Linda Lusk**, Staff Nurse, was promoted to Clinical Nurse Coordinator, Mother/Baby Unit. Congratulations Maggie and Linda!

Department: Birthing Suites

Please welcome new employees **Terri Priestly**, RN; **Linda Maness**, RN; **Tammy Hussey**, RN; **Donna Farmer**, RN; **Sue Mitchell**, NT II; **Nidia Freeman-Slade**, NT; **Beverlyn Reed**, RN; and **Karen Smith**, RN.

Susie Ramirez, RN, recently married David Howath on April 3, 1993; and **Terri Robertson**, NS, was recently married on May 29, 1993. Congratulations to both of you!

Two employees in the Birthing Suites recently became new moms — **Tammy Coble**, RN, gave birth to a boy, born March 10, 1993; and **Mary Holderness**, RN, gave birth to a girl, "Mary Howard," on November 11, 1992.

Congratulations to **Marjorie True**, Primary Nurse, who was promoted to Clinical Nurse Coordinator; and to **Sandra Greene**, RN II, who was promoted to RN III.

Alice Oyakawa, RN II, recently transferred from the Birthing Suites to the Central Nursery.

Martha Eakes, RN Level II, Birthing Suites, was selected as item writer in Maternity Nursing by National State Boards for NCLEX-RN in Monteral, California.

Martha and **Terri Burleson**, Clinical Nurse Specialist, Perinatal Education, won a research award at the NCNA convention for their research on epidural anesthesia.

Donna Kivett, Nursing Secretary, Birthing Suites was certified in US-EKG in July 1992. The following employees received NALS certification: **Tanya Toshumba**, RN Level II; **Donna Rash**, RN Level II; and **Martha Easterbrook**, RN Level II.

Sadly, **Sally Cocke**, CNC, is moving to Concord. We will miss you Sally!

Department: Perinatal Education

Reported by: Terri Burleson

We welcome new employees **Wendy Apple**, RN, and **Patty Green**, RN, Childbirth Educators. Patty recently transferred from the Birthing Suites to Perinatal Education.

Department: Medical/Surgical Unit

Reported by: Cynthia Marshall

We would like to welcome the following new employees: **Sharon Reaves**, NT II; **Beverly Yates**, NT II; **John Gourley**, Secretary; and **Charlie McGuire**, Secretary.

Please welcome **Sharon Reaves**, NT II who transferred to us from unit 3000.

Congratulations to **Elizabeth Stanley**, Infertility Coordinator, on her induction into Sigma Theta Tau and on her completion of her BSN from UNCG; and to **John Gourley**, NS, Monitor Tech, on his acceptance to the School of Nursing at UNCG as well as his induction into Phi Sigma Pi.

Department: Mother/Baby Unit

Reported by: Kathy McPhail

Please welcome new employees **Kathy Morrison**, RN, evening; **Susan Levison**, RN, relief; **Kim Oakley**, RN, relief; **Janet Pritchett**, NT; **Sharon Ferguson**, NS; and **Cay Klaassen**, RN.

Jacquie Smith, RN, recently became engaged — congratulations!

(Continued on page 12)

Looking Ahead: Career Counseling Program

No one ever said meeting your career potential would be an easy task. This is especially true in a healthcare environment in which each position demands new skills, training, and possibly more schooling. Simply understanding what your interest and career potential may be, is in itself, a seemingly monumental task. Those thinking about a career change may be pondering questions like "Where can I go from here?" and "What positions are suited for me?" To assist employees in finding the answers to these difficult questions, the hospital has developed the Career Counseling Program.

The Career Counseling Program, created by the Human Resources Department, is a program that has been implemented to encourage employees to maximize their career potential by utilizing their knowledge, skills and abilities. By entering this program, employees should have greater knowledge about opportunities for transfer and improved chances for promotion within the organization as vacancies become available.

"The program is a wonderful opportunity for those employees who are applying for a promotion or those who are seeking to transfer to different departments. This program will help determine if they are applying for positions for which they qualify, and will also help them discover even more job opportunities in their areas of personal interest"

The program was established to assist employees who wished to change career paths, but were not sure how to go about the process effectively. These attempts at a career change, therefore, met with limited success. To help prevent employees from entering the in-house job market ill-prepared, the Career Counseling Program was established. Becky Hunnicutt, Director of Personnel for The Women's Hospital, claims the program "is a wonderful opportunity for those employees who are applying for promotion or those who are seeking to transfer to different departments. This program will help determine if they are applying for positions for which they qualify, and will also help them discover even more

job opportunities in their areas of personal interest."

The program, offered monthly for up to 20 employees, involves two career counseling sessions which interested employees need to attend on their own time. The first session is a group session in which the interested employees will be shown a list of the ten jobs most frequently sought in the transfer process and will discuss the minimum and preferred requirements for each of these positions. Also, participants in the first session will be given a Wonderlic Personnel Test and interest inventory to help them understand their aptitudes and further define their interests.

The second session of the Career Counseling Program will be conducted approximately two weeks after the initial session and will be an individual meeting. A recruiter will meet each program participant to privately discuss aptitudes, interests, and possible future career development. Then the employee will choose two positions to target as potential career opportunities. At this point, according to Diane Everhart, Recruitment Manager at Moses Cone Hospital, "the program helps the employees identify the skills they need to develop in order to advance." The recruiter will be available to aid the employee in mapping out what is necessary to meet the job requirements and even help the employee set personal goals to meet the challenges ahead. After attaining these goals, the employee will be considered for the positions as vacancies occur.

"The Career Counseling Program is a real career opportunity for the future that no interested employee should dismiss," said Becky. "It is, however, designed for those serious about learning about their potential, their possible career choices, and those looking forward to accomplishing the skills needed to put them in the running for a new, rewarding career."

If you have an interest in the Career Counseling Program or want more information please contact Human Resources at 574-7827. ■

"The energetic spirit of the volunteers touches our physicians, our patients and their families, and our employees, thereby making this a better environment in which to work or receive care."
 Jim Whiting, Executive Vice President

Annual Volunteer Appreciation Luncheon honors years of service



The Annual Volunteer Appreciation Luncheon was held Wednesday, April 21, 1993 at the Greensboro Country Club. Over 50 of our 160 volunteers from The Women's Hospital were honored for their many hours and years of service.

In the past year, The Women's Hospital of Greensboro's Auxiliary has made the following contributions:

- Sponsored nursing scholarships totaling \$6,000 to:
 A&T State University, Guilford Technical Community College, and University of North Carolina at Greensboro
- Sponsored summer teen program with 20 teens who worked 1,000 hours
- Provided coffee service to visitors in lobby areas
- Donated \$1,607 through Patient & Family Services for car seats, layettes and medications
- Donated \$13,275 to Women's Hospital for rocking chairs, Respiratory Therapy equipment, departmental needs and Christmas stockings
- Participated in the Family Health Forum and A Saturday For Me
- Increased the number of volunteers visiting patients on the Medical and Surgical Care Unit as an extension of the Patient Representative Program
- Extended baby picture service to seven days per week
- Sponsored Welcome The New Baby, a mini-literacy program for teen mothers
- Presented a Christmas stocking to each infant discharged from December 15 to January 1
- Added mailing and clerical tasks to information responsibilities for volunteers at Main Lobby desk
- Prepared 3,500 amenities bags as discharge gifts for maternity patients ■



"We could not possibly provide the depth of service to our patients or scope of service to our hospital departments without your support."
 LaVonne Beach, Vice President, Nursing

"The volunteers provide vitally important services to our patients in support of numerous programs in the hospital. They make a patient's stay more comfortable. Many volunteers also provide well-appreciated services in support depts in a more behind-the-scenes capacity, performing critical jobs."
 Martha Bagwell, Vice President, Support Services

Guest Relations Commendation



"We couldn't live without Doris Gregory. She does such a great job it is difficult to find words to describe her," said Paula Hoeger, who works with Doris on the Birthing Suites Unit. According to Connie Carlisle, another co-worker, Doris is very concerned about the needs of the patients and makes every effort to help them keep their costs down as much as possible, by making sure no

supplies are wasted.

"Doris is cost-effective for both the hospital and the patient," said Maggie Conklin, Nurse Manager of the Birthing Suites. "She makes an exceptional effort to discover how we can operate more efficiently."

As a Nursing Tech in the Birthing Suites Unit, Doris has a team perspective and sees her role as supporting the staff. "She is highly respected by all the nurses and physicians," said Maggie.

Doris is going into her 24th year with The Moses H. Cone Group of Health Care Services. "It's been the best job I've ever had," said Doris, "and I greatly enjoy every day here." Doris, who worked for 13 years in the Operating Room, has been on the Maternity Care Unit ever since.

One extraordinary service Doris provides is signing for deaf patients or family members. Doris also shows her generosity through her hobby of baking cakes for the nursing staff each year. As co-worker Susie Brand puts it, "Doris is well-known for her cakes, her sweetness, and her hard work. She is a really wonderful person and an attribute to The Women's Hospital." ■

Parents in Touch Provides Encouragement

(Continued from page 1)

"You can read all the books you want, but there is nothing so helpful as talking with other mothers," added Nancy, who is also a member of two support groups. "Whether it's about subjects ranging from breastfeeding to constipation, when you have that many people, someone has an answer — something they've tried that has worked."

Group members also help each other by providing encouragement when needed. For example, Nancy recalled her frustrations when breastfeeding was not as easy as she thought it would be. "I would have given it up without their support," she said.

Her group members also made her feel comfortable about staying at home. "When you're used to working and being around other people all day, staying at home with a child can make you feel isolated. My group members made me feel more comfortable about staying at home."

Because group members usually have much in common, they quickly become friends.

"Single friends and married friends without children are used to you just being able to pick up and go," Madonna said. "Once you have children, this changes. Here, you are meeting with other parents who understand the dilemma

of trying to get out to dinner."

This understanding goes so far that members even trade off babysitting for each other, and the children develop friendships as well.

"Actually, as the children grow older, the support groups become more for the children than for the mothers," said Madonna. "It's a great play time for toddlers. We're calling it the neighborhood of the nineties — a place where children can get together and play."

"There are no limits to the "Parents In Touch" program," said Nancy, adding that her mom, who had no programs of this type available to her when Nancy was born, thinks "Parents In Touch" is wonderful.

"A lot has changed since I was born," Nancy said.

Madonna agreed. "You need to get all the information and help you can to raise kids in the nineties. Hopefully our friendships with other mothers will enrich this enjoyable experience."

To receive more information on the "Parents In Touch" Program, please call the Women's Education Hotline, 574-6606. ■

"You can read all the books you want, but there is nothing so helpful as talking with other mothers"

Women's Hospital assists young people in finding their careers:

Former teen volunteers progress in healthcare



◀ Tracy Byrd, Nurse Aid, assists Carolyn Mooney, Nursing Tech. in the Central Nursery.

◀ Dana Bryant, former teen volunteer and future RN.

As a young high school student, Dana Bryant was not exactly sure what career path she wanted to follow after high school. Thanks to The Women's Hospital Teen Volunteer Program, Dana discovered nursing and soon fell in love with it.

Dana began as a teen volunteer at Moses Cone Hospital one summer and had a wonderful time. The experience was so enjoyable to her that, in the summer of 1991, Dana again worked in Moses Cone's Teen Volunteer Program but also worked in The Women's Hospital's Teen Volunteer Program. When asked about her teen volunteering experience, Dana said, "The teen program allowed me to see what nursing is all about. It really opened the door for me and showed me what goes on inside the hospital."

After she completed these teen volunteer programs, Dana was sure she wanted to be a nurse and entered GTCC's Nursing Program. The curriculum allowed Dana to become a Licensed Nurse Practitioner after completion of her first year of study. Currently, Dana is working on her second year of study. After this second year is completed Dana will be a Registered Nurse. Dana, only nineteen years old, has very clear and well-thought-out career plans. In August, she will begin a forty week internship at Moses Cone Hospital as a Registered Nurse concentrating her study in both a Medical/Surgical and Critical Care dual track. This special internship program, is, as Dana claims, "an honor." Dana believes the program will give her "an opportunity to gain a whole lot of experience as a RN while receiving a large amount of support, too."

Dana, however, won't stop here. In January she will be returning to school at UNCG to complete the last two years of her college

education in nursing.

Another student who explored a career in medicine through our teen volunteer program is Ebony Currie. Ebony decided to join the program so she could experience the hospital environment. "Considering I wanted to explore a nursing career, I thought the Teen Volunteer Program would be a good place to start," says Ebony. Ebony, currently a senior at Ben L. Smith High School, is in the Medical Careers Program at Weaver Education Center and aspires to the career of a Certified Registered Nurse Anesthetist. Ebony plans to attend Winston-Salem State University for two years and then transfer to UNC at Chapel Hill to complete her degree in nursing after she graduates in May. When asked why she's so determined to become a nurse, Ebony explains, "I enjoy helping people more than any other job and I've loved the hospital environment ever since I was a little girl. It just makes perfect sense to become a nurse."

Tracy Byrd came to The Women's Hospital through the Medical Careers Program at Weaver Education Center. Tracy, a senior at Ben L. Smith High School, entered a program at the Weaver Education Center that trains her to be a qualified Nurse Technician. This program teaches motivated students the basics of nursing and is providing her with enough of the crucial technical training to enter the complicated and demanding medical environment.

Tracy plans to go to Greensboro College or the University of North Carolina at Greensboro in the fall. In the meantime, Tracy wants to work at The Women's Hospital as a Nurse Aide after she graduates from high school. When asked why she likes The Women's Hospital so much, Tracy explained, "The staff is really easy to get along with and when you ask a question, they always give you an answer. I never feel uncomfortable or out of place; I always feel welcome." ■

The 1993 Summer Teen Volunteer Program will begin June 24 and end August 5. Last year, 21 teens participated in our program and volunteered in seven hospital departments.

Making Rounds



▲
On Medical Records
"purge day," even the
doc chips in!

(Continued from page 7)

Department: Admission Services

Reported by: Rhonda Peeden

We would like to extend a welcome to new employee **Latoya Nichols**, Admitting Representative. She works every other weekend in Maternity Admissions.

Department: NICU

Reported by: Allison DuBuisson

We welcome back **Felicia Soza**, NNP, after her recuperation from a car accident at Christmas. We await the return of **Carla Saunders**, NNP, after a skiing accident in Utah.

Congratulations to **Tina Hunsucker**, Director, NNP Program, who had a daughter, Emily Ryan Hunsucker, born January 11, 1993; and to **Dr. Rita Carlos**, Neonatologist, whose daughter Maria Olivia Santos was born November 7, 1992.

The second floor staff celebrated National Nurses' Week with a picnic at Hagen-Stone Park on May 8.

Neonatal Medicine Office manager **Laura Yountz** invites staff to join in building Greensboro's first all-woman construction of Habitat for Humanity house. Call Laura for details at extension 6864.

Department: PACU/ICU

Reported by: Linda Lewis

Welcome to **Mary Hatchett**, RN Level II; **Janet Andrews**, RN Level II; and **Jeanette Medina**, NT I. **Ellen Forward**, RN, was promoted to CNC on April 18, 1993.

Jennifer Edwards, NT I, was clearly the star of the March of Dimes Teamwalk Piedmont. She raised over \$1,000. She also walked 10 miles in only one hour 35 minutes. And, last but not least, her T-shirt design came in third place in the logo contest!

Linda Lewis, the epitome of a "Proud mother," is traveling to Ft. Siu, Oklahoma, to attend the June 3 graduation ceremony of her son, Pvt. Brent Lewis, from Army Basic Training.

Meanwhile, **Doris Balog**, RN (the doting grandmother), will be traveling to Texas for her granddaughter's high school graduation.

Susan Murray's (RN) daughter, Traci, has been accepted into the advanced resource center for learning. She was selected from 250 applicants. Sounds like Traci takes after her mom!

Kim Robbins, daughter of Mitzi Robbins (RN), graduated May 9 from UNCG with a B.S. in Speech Pathology. Mitzi now needs an extra part-time job—Kim will be continuing her education for her masters degree this fall.

Department: Medical Records

Reported by: Paula Vosburg

Please welcome new employee **Shirley Wrenn**, Filing and Records Clerk, who

works 6:30-10:30 a.m., M-F.

The medical records department is changing its operation hours. The department will now be open 7:00 a.m. to 7:30 p.m.

Department: Radiology

Reported by Carrie Richards

Welcome to the following new employees: **Roxie Williams**, X-Ray Technologist, part-time; **Laura Wall**, RT-R; and **Carnessa Ottelin**, RT-R.

Diane Ball, RT-R, has transferred from weekend X-Ray Tech. to full-time mammographer.

Congratulations to **Norman Banner**, RT-R, CT Technologist, who was voted 1992 Employee of the Year for Radiology Services by his co-workers.

Department: Plant Operations

Reported by: Patty Jones

We welcome following new employees: **Jim Derk**, Security/Mechanic, third shift; and **Charles Smith**, Security, second/third shift.

Department: Respiratory Therapy

Reported by: Jackie Fulp

Congratulations to **Kim Vincent**, EEG, who gave birth to Casey Elizabeth Vincent on April 11, 1993!

Also congratulations to **Amy Harris Black**, RRT, who married Steven Black on April 10, 1993!

Tim Bell, RRT, recently transferred from the cath lab at MCMH to Respiratory Therapy, WHOG.

Two members of our department have received certification: **Amy Black**, RRT, passed Registry Boards on December 5, 1992; and **Donna Harris**, RRT, passed the Perinatal/Pediatric Specialist Exam in February 1993.

The following employees have recently received promotions: **Ginger Caulder**, Medical Records Supervisor, Medical Records; **Ellen Forward**, Clinical Nurse Coordinator; **Jessie McLemore**, Purchasing Assistant/Inventory Clerk, Materials Management; **Nancy Underwood**, Medical Secretary, Medical Records.

James R. Whiting

Executive Vice President
The Women's Hospital of Greensboro

Editor

Eileen Kerr

Assistant Editor

Wendy Newcomer

Contributing Writers

Jim Calabro, Tracey Holyfield, Mary Nifong

Viewpoint is a bi-monthly newsletter published by the Public Affairs Department of The Women's Hospital of Greensboro. For more information, call 574-6516.

Non-Profit Org.
Bulk Rate
U.S. Postage Paid
Permit No. 817
Greensboro, NC


**THE
WOMEN'S
HOSPITAL**
OF GREENSBORO

801 Green Valley Road
Greensboro, NC 27408

Suzanne Angel
Medical Library