

Medical Library Invaded by Entomologist!

What do you get when you cross an Entomologist (one who studies insects) and a Librarian (one who searches for information)? Give up? The answer is Suzanne Angel, our very own Medical Librarian. Most of us find those little creatures that invade our kitchens and bathrooms to be nothing more than pests. The rest of us have no idea where to find the medical library. Suzanne, however, finds both insects and libraries fascinating.

"Insects are generally considered to be pesky, but many insects are beneficial," said Suzanne. "Examples include mosquito-eating dragonflies, parasitic wasps that kill cockroaches, pollinating bees and silkworms."

Suzanne's interest in insects was encouraged while she was a high school student touring colleges. At one of these colleges, she saw a collection of tropical insects and butterflies. It was then that she was bitten by the entomology bug.

Though studying insect information may not sound too exciting to us, Suzanne's career could be seen as the path of an overexcited grasshopper. She has leapt from temperate to tropical climates in her pursuit of bug knowledge. Her path has led her to such far away places as Costa Rica. Several years ago, Suzanne participated in a two and one-half month study of insects in the primary and new growth forests of the region. The objective was to determine if the kinds and numbers of species differed from forest to forest. Suzanne and her colleagues found that indeed there are more species in number and kind in the old growth forests than new. This type of insect information could be useful to environmentally-concerned industries who use forests as a natural resource. Going buggy is not all that it used to be. Surely knowing that one may have the opportunity to spend two months in a tropical paradise makes insect intelligence a desirable personality trait!

Suzanne then made a jump from forest to fields. Not one to stay in paradise for long, her next trip deposited her in the not-so-far-away soybean fields of Raleigh. "Insects have been valuable subjects for genetic research," said Suzanne. No one in this hospital would know better about this than Suzanne, who worked with a genetic researcher to improve the local soybean crops. It seems that certain bugs viewed soybeans as a delicacy, which was not good for the farmers. Working as an assistant, Suzanne set out to alter the genetic makeup of the soybeans so that the bugs would not find



▲ Suzanne Angel

them as tasty. When working with genetics, striking a balance between nature and nurture is difficult. Although they made the soybean plants less appetizing to bugs, the bug-resistant plants produced less soybeans than their natural predecessors. Thus, the reason why entomology is a science, lots of hard work and very slow progress.

As some insects do, Suzanne then went into a metamorphosis, so to speak. She went from grasshopper to book worm. From entomologist to librarian? Now that is quite a leap! How do bug brains and books go together? "I enjoy working with information, so I thought that I could combine these two interests in Library Science," Suzanne said.

Not only is Suzanne a certifiable bug and book worm, she has also been published in several different journals and publications. One such publication is Monkeyshines, a children's publication in which Suzanne authored two chapters. One chapter was about insect camouflaging techniques. Did you know that there are some caterpillars that look like bird droppings and thereby avoid being someone's next meal? The second chapter was about butterflies, which happen to be Suzanne's favorite insects. "Although there are many interesting types of insects, butterflies are my favorite because of their beauty and diversity. One of my hobbies is butterfly gardening, which is growing plants that attract butterflies," she said.

So now you know what entomology and library science have in common. For those of you who still do not know where to find the medical library (which just happens to be full of bug knowledge but free of bugs), call Suzanne at extension 6878 and she will be happy to give directions. ■

Executive Notes

Developmental Associates and Pediatric Therapy move to new location

Developmental Associates and Pediatric Therapy have moved to their new location in the Lendew Professional Building at 1915 Lendew Street, immediately behind Sportime.

Developmental Associates is owned by Moses Cone and provides neurodevelopmental and psychological evaluation and treatment for children, adolescents and families. Developmental Associates was previously located in the CCB Building on Green Valley Road at Friendly Shopping Center.

Pediatric Therapy provides pediatric occupational, physical, speech and language evaluations and treatments to many of the clients served by Developmental Associates, and also to clients referred from other sources. Pediatric Therapy was formerly located at 1904 North Church Street.

Please be sure to note their new address and phone number in your telephone directory:

**DEVELOPMENTAL ASSOCIATES AND PEDIATRIC THERAPY
LENDEW PROFESSIONAL BUILDING, SUITE 102
1915 LENDEW STREET
GREENSBORO NC 27408**

**DEVELOPMENTAL ASSOCIATES — 288-6165
PEDIATRIC THERAPY — 288-6136**

By Jim Whiting

Each year the Moses H. Cone Hospital Corporation develops annual goals to be achieved over the course of the coming fiscal year. These goals are developed through each of the operating divisions of the Corporation from input provided by our employees, our physicians, and our patients. Each year at its Annual Meeting, our Board of Trustees approves our Corporate Goals thereby establishing our organization's commitments for the immediate future.

Categorizing Goals

We categorize our Annual Goals under the titles of "Service, Outcome, and Costs" trying to make each measurable. In this and in each of the next three issues of "Viewpoint," I will discuss the importance of establishing meaningful goals in each of the three categories. The purpose of these three articles will be to improve the understanding of how focusing goals in these three areas will help us to achieve quality and efficiencies.

Service

The first category of Goals is Service. Some of the ways that we measure Service is through evaluating the level of satisfaction of our employees, patients, and physicians. We measure patient satisfaction through regular written surveys and random telephone inquiries. We measure employee satisfaction by continuously collecting comments through our Employee Opinion Survey, and we measure physician satisfaction through their comments and by administering a Telephone Survey. The utilization of information gained from these tools helped us establish a baseline from which we will seek to improve.

Patient Satisfaction Survey

Through patient satisfaction survey results we see:

- that over 90 percent of our patients are very satisfied with our diagnostic equipment, our admission and discharge process, overall treatment, our employee attitude, and our physicians
- that the top four reasons our patients chose this hospital include the quality of our physicians, the attitude of our staff, convenience and quality of overall care
- that we would benefit by promoting in the community the medical strengths of our institution, as well as creating an awareness of our services.

Physician Survey

Information from our Physician Survey shows:

- a high degree of satisfaction with maternity, medical records, mammography, anesthesia, X-ray, and administrative departments, as well as in our general accommodations
- our strengths lie in offering specialty care to women and infants; the overall quality care and services
- our areas that could be improved were identified as obtaining support in gynecologic oncology and expanding our capacity to accommodate our volume.

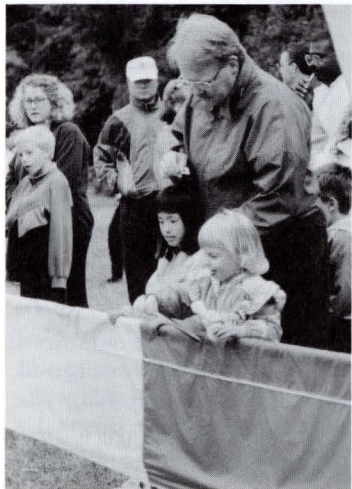
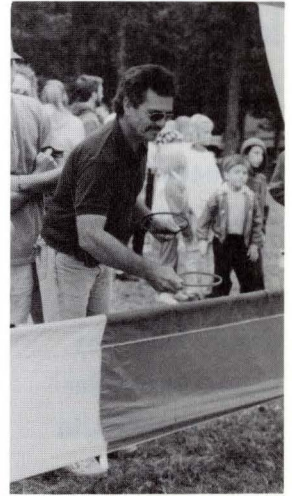
Employee Survey

While indicating many strengths, our Employee Survey emphasized our need to improve security, budgeting, supervisory training, and general communications.

From the information we gathered through these surveys we have structured our Goals to reach improvements in each of the areas indicated by our results. It is through this goal setting process that we will achieve Quality Improvements in Service in this institution. ■

See the next issue of Viewpoint for Mr. Whiting's column on Establishing Outcome Goals.

Food, Fun and Activities Abound At Employee Picnic Despite Cold Weather



Newsnotes

Women's Hospital exceeds United Way goal

The United Way campaign at The Women's Hospital was more than a success this year — we not only met our corporate goal 100 percent, we exceeded The Women's Hospital's goal by 4 percent. The final total for the 1993 campaign was \$34,599.97.

Valeria Pritchett, Clinical Nurse Educator at The Women's Hospital, was a Loaned Executive to the United Way this year. "Serving as a Loaned Executive for the United Way of Greater Greensboro was an experience of a lifetime," said Valeria. "We became very familiar with the worthwhile benefits of agencies available to assist those in need."

"This year's campaign was extremely successful," said Helen Sullivan, Director of Radiology and United Way Campaign Chairperson for The Women's Hospital. "Personally, it was a wonderful experience. Our committee truly took the team approach, and I would like to thank everyone involved in the campaign, from committee members to contributors."

Deirdre Bledsoe honored for effort to reduce infant mortality

Deirdre Bledsoe, Certified Nurse Midwife at The Women's Hospital, was recently presented an Award for Excellence by the Governor's Commission on Reduction of Infant Mortality at a ceremony in Raleigh.

In 1989, Deirdre planned and implemented a new prenatal clinic at The Moses H. Cone Memorial Hospital to serve women in Guilford County who could not otherwise access prenatal care, such as women with no private insurance who were ineligible for medicaid. She provided the primary prenatal care for this population. Over a three-year period Deirdre followed 94 patients, averaging six visits a week. Perinatal outcomes were exceptionally good.

Phase II of construction has begun

Phase II of Women's Hospital construction is underway! This part of the project will involve the remodeling of the nurses' station in the OR and current Day Surgery areas. Because this phase of the project will take place within the hospital, some corridors may have to be closed or access limited. Physicians and staff will receive advance notice detailing any access changes.

"As has been our practice in the past, our medical and hospital staff will be regularly informed of our construction progress and any changes that may affect their work flow," said James R. Whiting, Executive Vice President.



Vicki Gilley's daughter wins Holiday card contest

The holidays are a time for celebration and a time to rejoice. Christmas and Hanukkah are still on everyone's mind, and people are beginning to finish lists of friends and family to send gifts and cards to. The Moses H. Cone Hospital's Auxiliary would like to help ease the chaos by offering cards for sale featuring artwork by Erica Gilley, the four-year-old daughter of Vicki Gilley, Phlebotomy Supervisor in The Women's Hospital's Laboratory.

Erica's drawing, entitled "Snow Dance," won a contest held by the Auxiliary. The contest was open to children (through age 10) of employees of The Moses H. Cone Group of Health Care Services. It is a drawing of two "snow people" dancing.

"I'm very proud of Erica. She doesn't really understand what's going on, though," Vicki said. Vicki plans to save the picture for Erica for when she gets older and will appreciate it more. "It's something I know she'll like to have when she gets older," she said. In addition to her fame within The Women's Hospital, Erica was featured in the July 11, 1993 issue of People and Places in the *Greensboro News and Record*.

All the proceeds from card sales will go toward the Auxiliary's scholarship fund for nursing and other health care scholarships. The cards will be available through the Moses Cone Hospital Gift Shop or by calling the hospital's Volunteer Office at 574-8145. ■

We receive letters

I rushed into the Cafeteria this afternoon for dinner and saw caring and concern at work. An elderly lady was in line, unfamiliar with the cafeteria system and not sure what she wanted or what to do. I witnessed Melinda Smith taking care of her and guiding her along, even helping her with the salad bar.

Melinda treated this lady exactly like I would have wanted my own mother treated. Thank you, Melinda — your caring shows.

**Sara Borrell
Pharmacy**

TQM Team Update

QI TEAMS

The Women's Hospital staff has been active on quality improvement (QI) teams. Together with staff from Moses Cone, our staff participated in two of the initial QI teams, addressing late discharges and lost charges. Last February, two more teams were formed at The Women's Hospital to improve the pre-admission/day surgery process and patients' satisfaction with the discharge process. Each team's progress or goal is reviewed below.

LOST CHARGES TEAM

Based on the team's study of the amount of lost charges and the challenges of resolving them, the team has recommended inclusion of medical/surgical supplies with a charge of less than \$60 in the room rate. This will be adopted January 1, saving great amounts of staff time in both nursing units and materials management that was previously used to identify charges for each patient. Across both hospitals, the financial savings to be gained through this change are estimated to exceed \$100,000.

LATE DISCHARGES TEAM

The team has piloted a solution to more than 10 percent of patients being discharged after 11 a.m. The team piloted two changes: asking the physician to write an order for "prepare for possible discharge in a.m." and developing a discharge prep checklist. Both are intended to smooth both the planning and the discharge process for the last few hours of the patient's stay.

Improvement in the pilot period was positive, but did not create as much change as planned. Further study showed many patients did not have the "prep for discharge" order written, and efforts are underway to correct this.

PRE-ADMIT AND SAME-DAY SURGERY TEAM

This team was formed to improve four processes:

- (1) Cut the flow time for pre-admission to one hour;
- (2) Establish a routine process for same-day surgery;
- (3) Improve surgery turn-over time to 20 minutes (eventually 15 minutes); and
- (4) Reduce the post-surgical out-patient discharge flow time by 30-45 minutes.

The team has piloted solutions to these, showing initial results improving the pre-admission flow time by 13 minutes, improving OR turnover to 14 minutes, and improving post-surgical recovery flow time. A plan for same-day patients is under development.

DISCHARGE SATISFACTION TEAM

This team is seeking to improve patients' satisfaction with the discharge process. They have identified causes of dissatisfaction as patient education, waiting and confusion during the discharge process. Several changes to improve these have been implemented, and the team continues to evaluate reasons for the above dissatisfiers.

NEW TEAMS

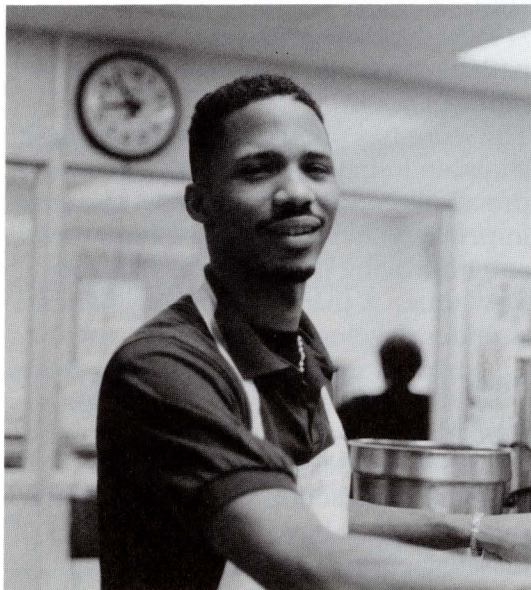
Four teams are just starting up. Their missions are:

- (A) Reduce the waiting period prior to registration and the duration of registration.
- (B) Reduce the noise created by staff and physicians at each nursing station, improving patient satisfaction from 86 percent to 90 percent.
- (C) Develop a program to correct the problem of unattended children.
- (D) Reduce the cost of lost infant linen by two thirds. ■

TQM in Action

After intensive training in the principles of Total Quality Management, it is clear that TQM is alive and well at The Women's Hospital! Several employees have submitted mini testimonies to the fact that their co-workers are striving to implement TQM in their own departments and hospital-wide.

The *Viewpoint* would like to shine the spotlight on a few employees who should be commended for their kindness and helpfulness throughout The Women's Hospital. In the coming year, look for the notice board (posted outside the cafeteria) for additional employees who are perfect examples of Total Quality Management.



▲ Reggie Washington

"I want everyone to know that Reggie Washington, Food Service Worker, Dietary Services, has gone above and beyond the call of duty by bringing up drinks and juices when we were completely out. He stocked our refrigerator (for patients) when he could have just brought them up to the unit and left them."

Submitted by: Audrey Thomas, Nursing Secretary; Pat Apple, Nursing Tech I; Bev Daly, RN Level III; and Lydia Monk, RN Level III; Mother/Baby Unit.

"Reggie Washington has gone above and beyond the call of duty..."



▲ Karen Harrington

"I am writing to let you know about Karen Harrington's latest demonstration of excellence in her role. As chair of the Career Progression Committee, I needed a listing of registered nurses that had been promoted within the last six months. In fact, I needed this information last month.

"...Karen continues to demonstrate her commitment to quality and customer service."

Due to the timing of my request and the Moses Cone telephone tag game, I had been unable to obtain this information. I called Karen on October 19, relaying my plight and asking for assistance.

I told Karen that it would be of great assistance if I could have this information for the October 21 meeting; however, I knew from discussions with Human Resources at Cone that this was a time-consuming task (even in the age of computers).

On October 20, Karen presented me with the document that I needed. She was pleasant and understanding during all the telephone conversations that we had as we discussed the information that I required.

Even as we all seek to serve under the umbrella of The Moses H. Cone Group of Health Care Services, there remain challenges in the flow of

paper work and information between the two campuses. In this circumstance, as well as circumstances in the past, Karen continues to demonstrate her commitment to quality and customer service.”

Submitted by: Helen Snead, RN, Specialty Manager, Maternity Admissions

“Linda Leonard has gone the extra mile to assist with things that are certainly not in her job description.”

“I would like for everyone to know what a special person Linda Leonard is. She has gone the extra mile to assist with things that are certainly not in her job description. There have been many instances, but I will never forget this one in particular: a visitor was asking for a patient that I could not find anywhere. Linda heard our conversation and called to inform me that the patient was an observation patient and told me where she could be located. Thank you Linda — you really make a difference.”

Submitted by: Mary Burke, PBX Operator, Communications

“There is no doubt that Tanya’s dedication to her profession made an impact on that patient...”

“Tanya Corbitt is a nurse on the Medical/Surgical Care Unit. Not long ago she cared for a patient whose surgery involved a large abdominal incision. The patient, who stayed three or four weeks in the hospital, required home care so her dressings could be changed. When Tanya found out that her patient’s insurance would not cover home nursing care, she recognized the woman’s dilemma and offered to help. Every day (including weekends) for eight weeks, Tanya, in addition to working her shift at The Women’s Hospital, went to this woman’s



▲ Linda Leonard

home and changed her dressings, making sure that the woman’s husband knew how to change the dressings every morning. There is no doubt that Tanya’s dedication to her profession made an impact on that patient — she definitely makes an impact on The Women’s Hospital.”

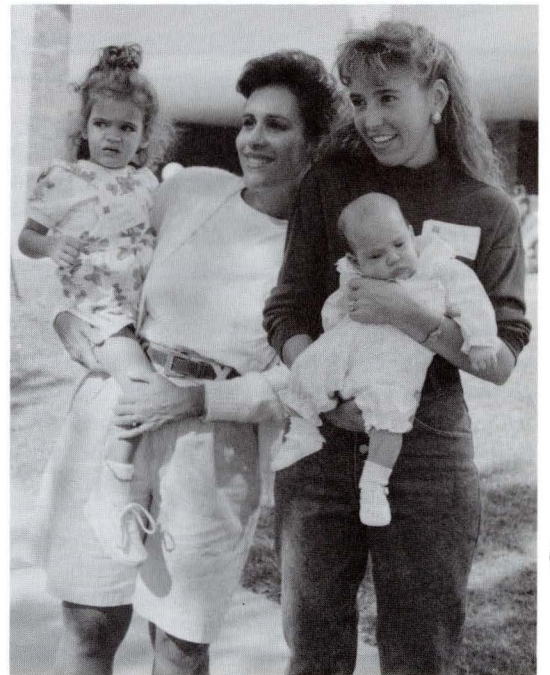
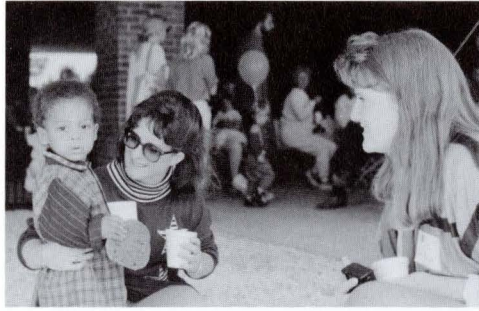
Submitted by: Jim Whiting, Executive Vice President



▲ Tanya Corbitt

Annual NICU Graduate Party enjoyed by babies and staff

The seventeenth annual Neonatal Intensive Care Unit reunion was held Saturday, October 2. This reunion offered "graduates" of the NICU and their families a chance to get together with the staff and share a fun afternoon of activities. Children and adults alike were entertained by special games, a clown, a magician, a face painter and a very special guest, Dina the Dinosaur.



Employee Suggestions Generate Response

During our Guest Relations Team Building Session, our staff identified areas that needed improvement and suggested tactics that could improve our service in those areas. Here are some of your suggestions and some of the measures implemented to address these issues.

PARKING

- Completed additional **Employee Parking Lot**.
- Installed additional **No Parking-Tow Away Zone** signs.
- Implementation of warning **Stickers** on illegally-parked vehicles. Records will be kept for repeat violations.

SECURITY

- Added one full-time **Security Position** in Maternity Admissions for Friday through Monday visitor control.
- FY94 budget approved an additional **Security Position** for seven-day coverage in the Maternity Admissions area for the night visitation program.
- Developed and planned training for **Mr. Strong Team** to aid security.
- **Infant Abduction Plan Implemented and Drill Conducted**
- Site visit to Presbyterian Hospital was completed for **Security Ideas**.
- Plant Manager trained in **Non-Violent Crisis Intervention**. All Security and Plant Operations staff will be trained as well.
- A Security Task Force has been formed to address security concerns.
- Lights added at Laboratory back door and trees cut around stairwell to parking lot to improve visibility at night.

INFANT SECURITY

- **Baby Safe Carrier Program** has been implemented.
- Mothers are instructed pre and post-partum concerning **Infant Security Measures**.
- **Maternity Care Guidebook** includes information regarding **Baby Safe Carrier Program** and instructions on **Infant Arm Bands**.

TOO MANY MEETINGS

- An **Evaluation Of Meeting** form was developed to improve quality of meetings.
- Administration has **Reduced The Number** of scheduled meetings.
- Nursing Department is currently **Reorganizing** their governing structure to **Reduce The Number Of Scheduled Meetings..**
- A **Corporate Communications Task Force** has been formed to review effective meetings.

PAPER WASTE

- There has been an increase in **Recycled** paper.
- **Recycling Bins** are emptied more frequently.

- **Colored Paper** can now be recycled.
- There are plans for recycling **Card Board**.

LATE REVIEWS

- There has been a **Decrease** in the number of late reviews. As of July 1st, there was a **15 percent** decrease in late evaluations as compared to FY92. Presently **77.2 percent** of all evaluations are processed within **Two Pay Periods** of the due date.
- The **FY94** Goal is to have **90 percent** of all evaluations processed within two payperiods of due date.

COMMUNICATIONS

- A **Corporate Communications Task Force** has been formed to examine all forms of communications and make recommendations for improving communications.
- **Update** is a corporate communication notice which is distributed frequently to all employees regarding actions in response to the Employee Opinion Survey.
- A **Construction Update Board** has been placed on the ground floor wall to keep employees informed of construction progress.
- **In The News** and **Congratulations** notice boards have been purchased in order to communicate news to employees. They are displayed in the lobby outside of the cafeteria.
- A **Town Meeting on Health Care Reform** was recently presented by Dennis Barry to share information and concerns to all employees.

COMPRESSION

- Clinical **Compression Problems** were addressed in June 1993, and a proposal is presently being reviewed for correcting compression problems in other areas.
- **Salary Surveys** are conducted throughout the year in order to keep hospital salaries in a competitive mode.

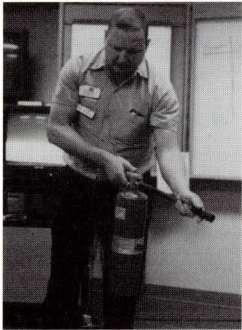
ATTENDANCE POLICY

- A **Corporate Attendance Task Force** has been assigned the responsibility to make recommendations to improve employee satisfaction with the Attendance Policy.

STAFFING

- There was a **four percent increase** in the number of **Full Time Employees** during **FY93**.
- There has also been a **13 percent increase** in the number of **Part-Time Employees** and a **6 percent increase In Relief Employees**.
- Many departments have **Cross-Trained** their employees to help in other areas during times of **Increased Activity**.
- **Staffing Guidelines** are reviewed each year and are increased or decreased accordingly. ■

Form Itemizes Medical Costs, Coverage



Fire Safety participants are winners in "Jeopardy" Women's Hospital employees became fire and safety "experts" in October during the annual mandatory inservice program conducted by Employee Health and Infection Control, Plant Operations and the Education and Research Committee. In the 32 sessions offered, staff were informed of employee health and infection control issues, our hospital fire plan, and the proper use of fire extinguishers by playing Women's Hospital's version of "Jeopardy." For each employee who could not attend an October session, take-home packets of information will be sent to his or her home.

A few weeks after you visit your doctor and file your Health Benefit Claim form, you will receive a notice in your mail at home from McDonough Caperton Benefit Services, The Moses H. Cone Group of Health Care Services' health plan administrator. This notice, an Explanation of Benefits (EOB), explains the processing of your claim. Below is a sample of an EOB and an explanation of the different sections of the form.

1. The upper section of the EOB identifies the patient, employee information and your health-care plan. If you need to contact McDonough Caperton with any questions about the handling of your claim, you will need this information.
2. This section outlines the details of your claim and shows how the claim was processed. While the headings in each column are clear, some of the column terms can be confusing.

Not Covered — The Not Covered column lists the amount of the claim charges not covered by the plan.

MM Deductible — In the Major Deductible column, McDonough Caperton will itemize the charges that apply to your annual deductible.

Remarks Code — In the Remarks Code column, there will be a letter or a number

beside any amount not covered. That code will be explained in the Explanation of Remarks Code (see item 4 below).

% — The % column indicates the percentage that the plan will pay for covered expenses.

3. This section lists the patient's annual deductible status and the amount of Out-of-Pocket expenses paid for the year.
4. The Explanation of Remarks Code section explains any letters or numbers that appear in the Remarks Code column.
5. If you have any questions about your claim, there is a toll-free number and an address for McDonough Caperton listed below in the shaded section in the center of the EOB form.
6. The bottom of the EOB form provides the employee's and provider's addresses. It may come in the form of a check reimbursing you for the expenses you have paid or it may be a statement advising you that the provider was paid. If no payment was made, it will only list your mailing address.

This health plan article is the second in a series of three. Watch for the January/February issue of the Viewpoint for information on claim follow-ups and appeals. ■

Making Rounds

Department: Radiology Services

Reported by: Carrie Richards

Please welcome new employee **Corinna Harritos**, RT-R, weekend X-Ray Technologist.

Congratulations to **Kerry Prather**, Ultrasonographer, and husband Michael Dimoff; they had a baby girl, Michaela Elizabeth, on September 24, 1993.

Lora Mae Shaw was promoted to Ultrasound Supervisor.

Carnessa Ottelin, RT-R-M, has transferred from Diagnostic X-Ray to full-time Ultrasound Technologist.

Department: Mother/Baby Unit & Central Nursery

Reported by: Kathy McPhail

Please welcome new employees **Tonia Cleary**, RN; **Debbie Spring**, RN; **Linda Donovan**, RN; and **Noelle Pulliam**, NT.

Congratulations to **Terri Craft**, RN, who had a baby boy, David, on October 12, 1993.

Susan Mazzella, RN, Speciality Manager for Central Nursery, was elected to the "Great 100" and received the Nursing Excellence Award for Leadership. Congratulations Susan!!

Department: Quality Management

Reported by: Willie Johnson

Welcome to "new" employee **Kim Vincent**, Review Specialist! Kim, who transferred from the Respiratory Therapy Department, will be responsible for concurrent reviews for Quality Management. Her primary duties include: reviewing activities according to the hospital Utilization Review Plan, and communicating with private review agencies to assist the patient and hospital with selection of the appropriate setting for care.

Department: Women's Education Center

Reported by: Peggy Matthews

Welcome to **Karen Bell**, Secretary, who recently transferred from the Outpatient Rehabilitation Center to the Women's Education Center.

Welcome also to **Lyn Richardson**, Director of The Moses H. Cone Nutrition Management Center. Lyn will be devoting half her hours to The Women's Hospital, developing and presenting nutritional-education programs, and developing the nutritional support aspect for a Gestational Diabetes Program.

Peggy Matthews was elected Co-Chairperson of the Guilford County Social Workers Program Unit.

Department: Medical Records

Reported by: Paula Vosburg

Please welcome new employee **Kerri Stanley**, Filing and Records Clerk!

Congratulations to **Dawn Handy**, who was promoted to Medical Records Supervisor.

Department: Operating Room

Reported by: Wendy Bass

The OR would like to welcome our new Surgical Technologists: **Jackie Payton**; **Beverly Thompson**; **Stephanie Sanders**; and **Matilda Walch**.

Congratulations on making it through school! We would also like to welcome **Diane King**, RN, to our staff.

Welcome back to **Vickie Peters**, RN. We missed you, but Kim missed you the most! A big welcome to **Lysa Ricks**, RN, who fit right in the minute she got here. Lysa transferred from the OR at Moses Cone.

Joan Manka, RN, has left the day shift and gone to weekend option. It's too quiet on days without her, but Mary sure is glad to see her!

Willis Mahatha is our new Operating Room Assistant, and he has been a huge help! Thanks for joining us, Willis — and thanks for all those good cookies!

Department: PACU/ICU

Reported by: Linda Lewis

We'd like to welcome **Shawana Melton**, NA I, to our

staff. She will be working weekend nights. **Karen Fowler**, RN, also has joined our team. Welcome aboard! **Susan Murray**, **Peggy Hicks**, **Cathy Matthews**, **Mitzi Robbins**, and **Debbie Stanford** have all been promoted from RN Level IIs to RN Level III-B!

Deb Stanford, RN III-B, has re-certified as a Critical Care Registered Nurse by successfully completing the July 1993 CCRN exam.

Mary Ellen St. Clair, RN III-B, and **Doris Balog**, RN II, attended a three-day PACU conference, September 30 to October 2, in Williamsburg, Virginia. The ICU staff attended a two-day seminar on our new Hewlett Packard Merlin Monitors. We are looking forward to using them!

Department: Admission Services

Reported by: Rhonda Peeden

Please welcome **Kelly Hicks**, Admitting Representative, who joins us third shift in Maternity Admissions. **Jamie Oaks** joins us for weekends in Maternity Admissions.

The following employees are transfers: **Pam Chandler** — from the Medical/Surgical Care Unit to second shift in Maternity Admissions; **Karen Talbert** — from third shift to the Cashier's position on first shift; **Lita Reid** — from Cashier to Preadmission Representative; and **Kim Vincent** — from Respiratory Therapy to Outpatient Admitting on a part-time basis.

Department: Respiratory Therapy/EKG/EEG

Reported by: Jackie Fulp

Congratulations to **Terry Martin**, RRT, who is the proud father of Evan Lewis Martin, born August 27, 1993.

Evan's proud mother is **Dea Martin**, RN Level II, Birthing Suites.

Amy Black, RRT, Staff Therapist, has been promoted to Clinical Specialist — Congratulations Amy!

National Respiratory Therapy week was October 3-9. A fun time was had by all!

Department: Dietary

Reported by: Dot Walker

Please welcome new employees **Reginald Washington**, Food Service Worker; **Melinda Smith**, Cafeteria Worker; **Sherman Bess**, Food Service Worker; **Tim Moravian**, Food Service Worker; and **Elaine Deloatch**, Cafeteria Worker.

Department: Laboratory

Reported by: Micky Henderson

Please welcome **Patricia Reed**, Phlebotomist, Part-time; and **Kay Woolen**, MT, Third Shift.

Congratulations to **Letetia Shinault**, MT, and her husband Kevin, who had a girl, Gabrielle, on August 5, 1993.

Kathryn Connell Denny, Outreach Flex-Tech married **Burry Denny** on July 31, 1993; and **Devon Layne**

Pearson, MT, married **Robert Pearson** on July 10, 1993. Congratulations to both couples!

Karen Foster was promoted from Phlebotomy III to Phlebotomy IV; and **LeAnne Lockridge** was promoted from Phlebotomy I to Phlebotomy II.

Kim Long, MT from Moses Cone Lab, has transferred to The Women's Hospital's Lab. Welcome, Kim!

Marla Gilmore, Phlebotomist, was accepted into Medical School at Morgantown, West Virginia.

Tim Randle, Phlebotomist, entered the Armed Forces.

Lafleta Woods, Medical Technologist II, attended Coulter Training for new Coulter STKS. **Jane Jackson**, Medical Technologist I, attended Kodak training for E-700 Chemistry Analyzer.

Department: Lactation Consultation

Reported by: Terri Burleson

Please welcome new employee **Donna Weeks**, Breastfeeding Consultant.

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Making Rounds

(Continued from page 11)

Congratulations to the following employees who were certified as Lactation Consultants from the International Board of Lactation Consultant Examiners in September 1994: **Cynthia Swink, Debbie Berman, Leigh Parrish** and **Kathleen Doss**.

Department: Neonatal Medicine**Reported by: Allison DuBuisson**

Nancy Micca is the new coordinator for the Family Support Network of Greater Greensboro (located in our office). She replaces Gladys Whitehouse, who moved with her family to Baltimore.

Department: Maternity Admissions**Reported by: Staff**

Please welcome new employee **Karen Olson**, NT II.

Nancy Riggins, NT II, recently transferred from Extended Care to Maternity Admissions.

Congratulations to **Elizabeth Stanley**, who passed RN Boards, and to **Connie Pugh**, who passed ACLS.

Department: Anesthesia**Reported by: Fran Tuohy**

Please welcome our "new-old" employee from Michigan — **Eric Shaffmaster**, Nurse Anesthetist.

Nina Phaup, Nurse Anesthetist, has relocated to High Point from Lexington.

Kudos to **Margaret (Maggie) Thompson**, Nurse Anesthetist, on her engagement to "Wonderful" Joe.

Department: Environmental Services**Reported by: Dorothy Campbell**

Please welcome new employees **Eduardo Chavis**, First Shift, Environmental Services Tech; **John Murchinson**, First Shift, Environmental Services Tech; **Jeanette Bannie**, First Shift, Environmental Services Tech; **Frankie Dawkins**, Second Shift, Environmental Services Tech; and **Charles Wright**, Second Shift Environmental Services Tech.

The following employees have transferred from Environmental Services: **Willie McDowell**, to Materials Management; and **Willis Mahatha**, to the Operating Room.

Department: NICU**Reported by: Deirdre Dixon**

Congratulations to **Norma Spencer**, RN, whose son, Matthew Paul, was born on November 2, 1993.

Department: Pharmacy**Reported by: Linda Sells**

Please welcome new employee **Traci Roux**, Technician.

The following employees became licensed in July: **Delores Hovey-Rankin**, RPh; and **Lisa**

Kramer, RPh. **Eric Bachar**, RPh, reciprocated from Wisconsin in September.

Congratulations to Bill and **Becky Campbell** (Director of Pharmacy), whose son, Jonathan Hedrick Campbell was born on June 26, 1993.

The Carolina Seminar was held October 5-7 at the Holiday Inn Four Seasons. Pharmacists attending were: **Lisa Kramer, Delores Hovey-Rankin, Eric Bachar, Jim Shaw** and **Becky Campbell**. Technician attending was Linda Sells.

Department: Personnel**Reported by: Marcia Thomas**

Please welcome the following new employees: **Tamela Eldridge**, Birthing Suites; **Michael Parks**, Materials Management; **Judith Klarr**, Neonatal Medicine; **Jacqueline Allen**, Medical/Surgical Care; **Jacqueline Payton**, Operating Room; **Linda Donovan**, Mother/Baby Unit; **Linda Sudnik**, Birthing Suites; **Angela Owens**, Maternity Admissions; **Debra Graham**, Environmental Services; **Sharon Rowe**, Communications; **Philip Dunn**, Accounting; **Mary Ruth Sigmon**, Staff Development; **Kelso Brophy**, Medical Records; **Luvenia Chavis**, Communications; **Christine Lee**, NICU; **Janie Price**, Materials Management; **Kerri Stanley**, Medical Records; **Glenda Register**, Admissions; **Patricia Raines**, Operating Room; **Tara Dark**, Maternity Admissions; **Michelle Greear**, Materials Management; **Cindy Rousseau**, Central Nursery; **Tonia Cleary**, Mother/Baby Unit; **Tiana Sorenson**, Pharmacy; and **Katena Ford**, Dietary Services.

The following employees have received promotions: **Glenda Wilson**, RN Level III, NICU; **Willie McDowell**, Receiving Clerk, Materials Management; **Mary Topp**, Clinical Nurse Educator, Birthing Suites; **Wendy Newcomer**, Public Affairs Assistant, Public Affairs; and **Amanda Harris**, Clinical RT Specialist, Respiratory Therapy. ■

James R. Whiting

Executive Vice President

The Women's Hospital of Greensboro

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Jennifer Gochenour

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'Tis the Season:
Holiday Celebrations
offer fun for the
entire family

Christmas Party
Tuesday, December 21
2 to 5 p.m. (first and
second shifts)
& Wednesday,
December 22
12 midnight to 1:30
a.m. (third shift)

Door Decoration
Contest
\$50 - First Prize
\$30 - Second Prize
\$20 - Third Prize


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