

Doris Gregory – Women’s Hospitals “Carolina Mama”

“Breaker 1-9, this is Carolina Mama. I’ve got a delivery coming in at three-thirty and one at five o’clock — and the diaper shipment is ready for inspection and storage. Over and out.”

If you should happen to hear these words over the intercom on the Labor and Delivery Unit, do not attempt to adjust your speaker. It’s just Doris Gregory, Nurse Technician and former truck driver, lapsing into her “trucker lingo.”

Doris has been with The Moses H. Cone Group of Health Care Services since 1970. After working in the operating room for 13 years, she moved to the Birthing Suites on the Mother/ Baby Unit, where she has been for 10 years. “I love working in this unit because it never gets boring. We have such a turnover every day,” said Doris. “The doctors and nurses in the unit are nice to work with, too.”

The thing that makes Doris unique is that, up until three years ago, she drove a truck on her vacation time. “I drove twice a year,” she said. She hauled furniture to the west coast, mainly Los Angeles and San Francisco, and usually she brought produce back to the east coast. On the road she was known to all CBER’s as “Carolina Mama.”

But how did Carolina Mama, as she became known to truckers all across the country, embark on this adventure? “I started driving trucks on my vacations because my ex-husband owned his own rig,” Doris said. “I would earn extra money driving these trucks and it was a fun thing to do on my vacations.” During her drives across the country she got to see and enjoy many parts of the United States.

But although Doris loved truck driving, she had no desire to do it fulltime. She realized this when the independent truck drivers went on strike in 1979 and she hit the road full-time, taking a leave of absence from the hospital. For six months, Doris was the Carolina Mama forty hours a week. “It was too stressful to do it full-time,” said Doris, “and after six months I was ready to go back to being a Nurse Technician.” Doris quit driving trucks approximately three years ago and now she goes to the beach on her vacations. “Even though I do not drive anymore, I



◀ Doris Gregory, formerly known as “Carolina Mama”

will never forget the memories, especially the ones of driving through scenic Arizona and Las Vegas, Nevada.”

When her career as a truck driver ended, Doris, not one to sit still, concentrated on one of her other talents — baking. She bakes 58 cakes and 400 bags of peanut brittle for employees at The Women’s Hospital every Christmas, beginning her holiday mixing and measuring in October. But this former truck driver doesn’t make her family and friends wait until Christmas to taste her treats. “I used to only bake during the holidays,” she said, “but people started requesting my food year-round — besides, I enjoy doing it.” Cooking is now one of her main hobbies, and her co-workers are happy to reap the benefits.

“Doris makes food so good you want to smack your mother,” said Dr. Franklin Hatchett, Anesthesiologist.

While driving a truck, baking peanut brittle and working at the hospital, Doris somehow managed to raise four children. She has three daughters who work at Moses Cone Hospital, a son who is a truck driver for Harris Teeter (like mother, like son?) and four grandchildren as well.

Doris Gregory, who will be 63 in August, still bakes a good deal and spends time with her children and grandchildren. Will this “Carolina Mama” ever go on the road again? “I’m too old to drive trucks now,” she said, “but it’s an experience I’ll never forget.” ■

1994 Service Awards Banquet Honors Employees



▲ 1

The Moses H. Cone Group of Health Care Services held its annual Service Awards Banquet on Thursday, February 24, 1994, at the Koury Convention Center. The following Women's Hospital employees were recognized during the banquet, and our congratulations go to them all:

Five Years

Susan Allen, Birthing Suites; **Norman Banner**, Radiology; **Mary Lou Bunch**, Birthing Suites; **Dorothy Campbell**, Environmental Services; **Bobby Chandler**, Maternity Admissions; **Cindy Church**, Radiology; **Connie Clegg**, NICU; **Gisele Curtis**, Mother/Baby Unit; **Beverly Daly**, Mother/Baby Unit; **Lynn Fowler**, Radiology; **Tina Goodpasture**, NICU; **Lenora Greer**, Med/Surg Unit; **Michael-Clarke Lovelace**, NICU; **Vicky Mackey**, Environmental Services; **Carolyn Mooney**, Central Nursery; **Alice Faye Morrison**, Maternity Admissions; **Deborah Nix**, Mother/Baby Unit; **Tondra Priddy**, Birthing Suites; **Sharon Ricketts**, NICU; **Mary Shaw**, Mother/Baby Unit; **Vicki Shrader**, Birthing Suites; **Eugenia Slaydon**, NICU; **Sandra Smith**, Central Nursery; **Debra Stanford**, PACU/ICU; **Cassandra Thacker**, Nursing Administration; **Marni Upchurch**, Admitting; **Robin Walker**, Pharmacy; and **Theresa York**, NICU.

Ten years

Debra Callaway, Maternity Admissions; **Therese Chasse**, NICU; **Joe Davis**, Materials Management; **Dorothy Frost**, Environmental Services; **Eslie Holliday**, Perinatal Education; **Myra Kelly**,



▲ 2

Anesthesia; **Linda Leonard**, Admitting; **Donna Lutz**, Mother/Baby Unit; **Diane Murphy**, Maternity Admissions; **Tina Powers**, Central Nursery; **Jeaneane Rhoades**, Birthing Suites; **Mary Roberson**, Respiratory Therapy; **Ann Smith**, Mother/Baby Unit; **Lisa Strandberg**, Maternity Admissions Unit; **Karen Talbert**, Admitting; **William Wilson**, Bio-Medical Engineering; and **Donna Young**, Central Nursery.

Fifteen Years

Terri Burleson, Perinatal Education; **Donna Coley**, Birthing Suites; **Kay Deaton**, Operating Room; **Linda Feltis**, NICU; **Rebekah Grammer**, Med/Surg Unit; **Nancy Hartshorn**, Operating Room; **Lindy Heath**, NICU; **Susan Horvath**, Maternity Admissions; **Susan Mazzella**, Central Nursery; **Kay Newman**, Med/Surg Unit; **Sonja Purdy**, Central Nursery; **Mitzi Robbins**, PACU/ICU; **Beulah Sharpe**, Dietary; **Butch Solomon**, Plant Operations; and **Charles Stimpson**, Environmental Services.

Twenty Years

Theresa Slade, Maternity Admissions; and **Betty Smith**, Mother/Baby Unit.

Twenty-five Years

Iris Moore, Central Nursery; and **Lila Waynick**, Central Nursery.

Thirty Years

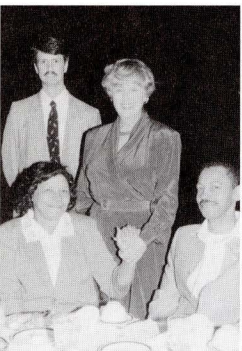
Ossie Edwards, Maternity Admissions; and **Virginia Roesch**, NICU.

Thirty-five Years

Doris Blackburn, Mother/Baby Unit. ■



▲ 3



▲ 4



▲ 5



▲ 6



▲ 7



▲ 8

1. **Susan Mazzella**, Specialty Manager, Central Nursery and 15-year employee, husband **Joe**, and **Helen Snead**, Specialty Manager, Maternity Admissions, receive a program from **Ollie Hawkins**, Nursing Secretary, Maternity Admissions.
2. **Terri Burleson**, Clinical Nurse Specialist, Perinatal Education, receives her 15-year pin and a congratulatory handshake from **Dennis R. Barry**, President of The Moses H. Cone Group of Health Care Services.
3. **LaVonne Beach**, Vice President of Nursing, congratulates **Ossie Edwards**, Nursing Tech II, Maternity Admissions Unit. Ossie has been with the hospital system for 30 years.
4. **Micky Henderson** (standing left), Medical Technologist I, Laboratory and Chairperson of the Employee Council and **Becky Hunnicutt** (standing right), Director of Personnel, make the rounds greeting awards recipients. Here, Becky congratulates **Dorothy Frost**, Environmental Services Tech, with guest David Jones.
5. **Cassandra Thacker**, Secretary, Nursing Administration, receives her five-year pin and a special "thank you" from **Jim Whiting**, Executive Vice President.
6. Official host of the evening, **Dennis R. Barry**, shares a laugh with **Myra Kelly**, Director of Anesthesia and 10-year award recipient.
7. Admitting Services had a table of their very own. Prior to the ceremony (left to right) **Linda Leonard**, Registration Representative, **Karen Talbert** and **Marni Upchurch**, Registration Representatives, review the program with **Rhonda Peeden**, Director of Admitting.
8. **Cindy Church**, Radiology Tech, Ultrasound/Mammography, honored for her five years of service, chats with **Lora Mae Shaw**, Ultrasound Supervisor, Ultrasound/Mammography before dinner.

Newsnotes



Nancy Micca joins Women's Hospital staff

When parents have children with physical or learning disabilities, they often feel the need to talk to other parents who are facing the same challenges. The Women's Hospital would like to welcome Nancy Micca to the Neonatal Medicine staff as coordinator of the newly-formed Family Support Network, formerly Parent-to-Parent. Nancy was a member of the board for a year prior to her being named coordinator.

The Family Support Network provides assistance for families of children with special needs. Nancy's position involves matching trained support parents with families who have children who were born premature, or who have developmental disabilities, chronic illnesses or other special needs. The support parents are there to help with emotional support and to assist in gathering information for the new families about the child's particular needs. The Family Support Network is one of two branches in the Triad area and is affiliated with the state office in Chapel Hill. It provides not only one-to-one support but also sponsors family outings and workshops throughout the year.

Along with parent matches, Family Support Network has a quarterly newsletter, lending library, and offers information on communication resources. FSN also has access to NORD (National Organization for Rare Disorders) which includes a clear description of disabilities, as well as a bibliography and national resources and support groups that would be appropriate.

Prior to coming to The Women's Hospital, Nancy was involved with special education for a number of years in New Jersey. Nancy herself has a child with special needs and understands the great need for support.

Credit Union holds annual meeting

The Greensboro Health Care Credit Union will hold their annual meeting on Wednesday, March 23 at 5:30 p.m. in the Moses Cone Hospital AHEC rooms 0030 and 0031. All Credit Union members are invited to attend. Members attending will elect four candidates to fill vacancies on the Board of Directors of the Credit Union. There will also be door prizes and refreshments.

Family Leave approved for employees

A parent's lunch with Kevin or that zoo trip with Ashley? Procedures allowing you to use your PAL time to attend your child's school event have changed. As of December 1, 1993, all employees who have school-aged children may take up to four hours leave per school year in order to attend or be involved in activities at the child's school. Parents will be required to provide a minimum of 48 hours notice to arrange for staff coverage and may be asked to provide documentation from the school. This time may be taken as PAL time or unpaid leave.

If you have any questions regarding this leave, please contact your supervisor or Sherri Self, Employee Relations Counselor at extension 8174.

Women's Hospital changes linen processing companies

Effective since January 6, The Women's Hospital is now using Salem Health Services for linen processing. Salem Health Services is jointly owned by The Moses H. Cone Group of Health Care Services and Forsyth Hospital. "We are excited about this new venture and look forward to the improvements it will bring," said Jack Smith, Director of Environmental Services.

With this conversion, the following changes have occurred:

- **Standardized Inventory** — In an effort to reduce cost and confusion, the linen in the new system is standardized. Staff may see linen from other hospitals on linen carts for a

(continued on page 5)

Newsnotes

(continued from page 4)

while until it is taken out of the system. Please use this other linen as it is a part of our regular inventory. Eventually all linen will be marked with the Salem Health logo.

• **Inventory Deletions** — The following items are no longer a part of our regular inventory: bassinet sheets (baby blankets are substituted); small linen bags; patient robes; x-ray gowns (gowns are substituted); and OR green full sheets.

• **Inventory Changes** — The following new items are in the system — Underpads will be larger and more absorbent; Diapers are a different brand; Linen bags are all large and impervious to liquids; Patient gowns are all string tied and larger; Spread blankets are cream colored; Scrub wear is a new design and color (blue/teal).

• **Procedural Changes** — There are major changes in the delivery and order system that will affect our linen room, but not our users. “We will be maintaining a day and a half back up stock on our shelves so we should never run out of linen,” said Jack.

If you or your staff have any questions or concerns about this change, please contact Jack Smith by paging #868.

Save trash for recycling bins

Separating trash isn't always convenient, but in an effort to reduce the hospital's waste, many employees are taking time out to recycle aluminum cans and paper. Since October 1992, employees of The Moses H. Cone Group of Health Care Services have recycled more than 210 tons of waste. While many staff members still toss empty drink cans into recycling containers and dump paper into bins marked Recycle, overall, the hospital's recyclables have dropped in recent months, according to Waste Management Committee findings.

To make recycling easy for employees, the committee provides every department with labeled boxes for discarded paper and several departments with a bin to collect these papers. At The Women's Hospital these bins are located in the ground floor copy room, Mother/Baby Unit clean utility room, Labor and Delivery medication room, Neonatal Medicine (by copier), Medical/ Surgical Care Unit soiled utility room and OB/GYN copy room. Also, a recycling bin for discarded

drink cans has been installed in the ground floor vending room.

“Our efforts to recycle on this campus will be successful if we can make every employee aware of the importance of preserving our environment,” said Jim Shaw, committee chairperson.

The Waste Management Committee will be seeking volunteers to help facilitate recycling efforts in the near future — watch for the poster in the Green Valley Cafe. If you need a recycling bin, can crusher or have any questions about recycling, call Jim Shaw, Waste Management Committee, extension 6899.

Women's Hospital employees give to The Children's Corner

Employees of The Women's Hospital recently gave a generous contribution of \$1,783.15 to The Children's Corner Scholarship Fund. The money was commissioned from Food Express, the company that supplies our food and drink machines in the vending room. The Scholarship Fund is available to all employees of The Moses H. Cone Group of Health Care Services.

“We appreciate the thoughtfulness of everyone who gave,” said Sharon Fouts, Director of The Children's Corner. “This gift will enable employees of our Cone Family to pay for the quality childcare that all children so richly deserve.”

Look for the PhD Way!

Hawaiian Beef Kebabs, Mexican fajitas and apple crisp — can this possibly be healthy? Well, it is. The Dietary Department is now offering a new dining program called Pro-health Dining or PhD. PhD offers patrons of the Green Valley Cafe the opportunity to make healthy menu choices that still taste great. Recipes featured in the program range from chilled and hot entree plates to salads, breads and desserts and all are low in calories, fat, sodium and sugar but high in fiber, vitamins and minerals.

Look for the PhD apple and daily special cards in the cafeteria — these are posted to assist you in following the “PhD way to good health.” Some of the menu items are: steamed vegetables, chicken oriental, mesquite barbecued chicken, mexican fajitas and Hawaiian beef kebabs. For dessert, PhD features banana nut bread and apple crisp.

DO Recycle

- aluminum cans
- all white paper, any colored ink
- all colored paper, any colored ink
- notebook paper, any color
- white stationery
- computer paper
- white business forms
- tab cards
- non-window envelopes, white only
- white folders or report covers

NOTE: Metal staples and paper clips do not have to be removed, although paper clips are reusable.

Employee Council works for YOU

As 1993 ended, many of us reflected on the changes and new developments that occurred at The Women's Hospital. Some of these changes were a direct result of the participation of our Employee Council. Throughout the year, Employee Council representatives made suggestions that not only were heard but were implemented.

"A lot of people don't realize that Employee Council works for the employees — it gives us a chance to bring suggestions and concerns to management council," said Karen Harrington, Personnel Coordinator, Human Resources, and the 1993 Employee Council Chairperson. "It was an honor to be chosen to serve on the council," she said. "I would like for employees to become more involved with the council, either personally or through their department's representative."

Emmaline Stier, Secretary, Employee Health/Infection Control/Staff Education and secretary for Employee Council in 1993 and 1994, is very positive about the future of the council. "One of the purposes of the council is to develop and promote a viable suggestion program. As you can see, we have created such a program that has resulted in many improvements around the hospital," said Emmaline. "Being on the council is a thoroughly enjoyable and rewarding experience."

At the January 12 meeting of The Women's Hospital's Employee Council, the 1994 officers began their year of leadership. Chairperson Micky Henderson, Medical Technologist I, Laboratory, Vice-Chairperson Fran Tuohy, Nurse Anesthetist, Anesthesia, and Secretary Emmaline Stier are all enthusiastic about this year's council.

"There has been a big change in Employee Council over the past year", said Micky. "We have managed to take care of a lot of departmental suggestions, but we have also begun to look more at TQM and quality patient care issues. I hope that continues," he said.

Fran Tuohy also envisioned a productive year for the council. "I would like to see our representatives actively bring suggestions and concerns to the meetings and report the results back to their departments," she said.



"With the proper communication, we can have a very successful year."

Here are just a few of the changes that were brought about in 1993 because of your involvement in Employee Council:

- A pilot program was created for "drop-ins" at the Children's Corner;
- Cafeteria hours were changed to better accommodate third shift employees;
- The Dietary department now uses "permanent" glassware and cups in order to reduce the amount of waste, such as styrofoam cups;
- A wall phone was installed on the administration wing outside the executive office for staff to answer pages;
- Sanitary machines were installed in the restrooms outside of Personnel and outside the Executive Office, first floor waiting room restroom, third floor employee restroom and Environmental Services employee restroom;
- A bench was placed at the pay phones outside the waiting area on the first floor;
- A bicycle rack was installed on the Cafeteria Patio; and
- A picnic table and a trash can have been placed on the grounds outside the Cafeteria and outside the "old" Maternity Admissions Unit. ■

► Clockwise from right: Emmaline Stier, Micky Henderson and Fran Tuohy.

Quality Improvement Teams: *When to Use One and What They Do*

As everyone has become more familiar with the successes of quality improvement teams (QITs), many areas are thinking of forming QITs to resolve their problems. But how do you decide whether or not a problem could be solved through a quality improvement team? To determine when use of a QIT is appropriate follow these criteria:

- **Chronic problem**

If it's a new problem, working on a solution makes more sense than picking apart possible causes. Use a QIT when it's a chronic problem and when you need to analyze possible causes.

- **Significant expected results**

QITs can easily cost \$5,000-\$10,000 in staff time, so the results expected from any QIT project should be significant and justify cost in staff time.

- **Cause Focused**

If you already have a solution, you don't need a QIT. You need a QIT only to look into a problem's cause.

- **Measurable**

The problem and expected QIT result should be measurable. If not, spend your time on measuring the problem, not on a QIT.

- **Feasible**

Bite off solvable problems, not world hunger. Often the clarity of a potential team's mission statement can define a solution as feasible or not.

- **Timeframe**

A QIT will take at least six months. If you can't afford that duration, make a management decision on cause and solution and then try it.

WHAT WILL YOUR QIT DO?

(Juran 12-Step Problem Solving)

Throughout your QIT's progress, the team will accomplish the following:

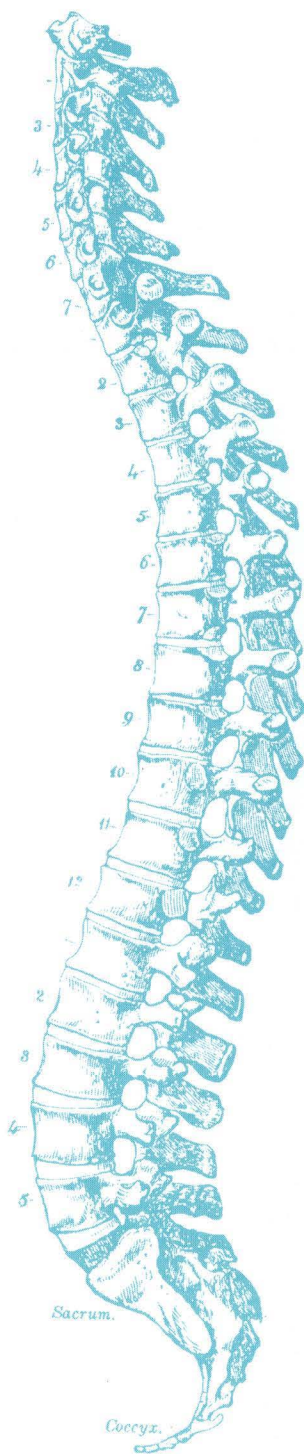
- (1) Define the problem in terms of pain to you or others.
- (2) Define a mission (measurable result) and team.
- (3) Analyze related historical data and current process (flow chart).
- (4) Make theories about the cause of the problem (not solutions).
- (5) Test theories as to how often problem results from most likely causes.
- (6) Identify a root cause(s).
- (7) List alternative solutions for cause(s).
- (8) Pick a solution. Define a measure of whether it works.
- (9) Evaluate and address potential resistance to change.
- (10) Implement the solution with relevant operating units.
- (11) Check to be sure you are getting the result desired.
- (12) Monitor to be sure process changes are continuing to function as changed.

CELEBRATE!

▲ See page 11 for the article "Who are our customers?"

Back Safety In The Work Place

To reduce your risk of back injury, it is important to learn and practice proper lifting techniques and to strengthen your abdominal and back muscles. Exercise and practicing good posture are two ways of achieving those goals.



Oh my aching back! While we've heard this common expression many times, as hospital employees many of us are at risk of back injuries and making this phrase a reality. The majority of back injuries occur during patient care, mostly involving patient transfers and preventing patient falls. In 1991, The Women's Hospital and Moses Cone Hospital had a total of 26 reported lost time back-related incidents and in 1992, there were 40 reported lost time, back-related incidents. Through July 1993, there have been 27 such incidents.

To reduce your risk of back injury, it is important to learn and practice proper lifting techniques and to strengthen your abdominal and back muscles. Exercise and practicing good posture are two ways of achieving those goals. Also — remember, when possible, get help when lifting or transporting patients and follow these suggestions to help prevent back injury and related pain:

1. When lifting any objects, be sure to:
 - Always use your legs
 - Bend at the knees
 - Keep objects you're lifting close to your body
2. While at work, remember to change positions from time to time. Get up and move around to give your back muscles relief.
3. Use your hands to hold the telephone in place while talking. Do not hold the telephone between your neck and shoulder. This puts a strain on your neck muscles.
4. While reading, hold the article in a comfortable position and do not force a position to read.
5. When driving long distances be sure to stop and take breaks along the way to help relieve muscle tension.
6. When carrying any type of bag, balance the weight evenly on both sides of your body.

As an added protection, some employees routinely wear the black back support belts. If you would like to obtain a back support belt, please contact your Department Manager.

We Receive Letters

Dear Mr. Whiting:

I am writing to compliment The Women's Hospital on their Breastfeeding Consultation Program and excellent staff that provide this service to patients.

My first child was born at Women's Hospital six months ago. From the beginning, your staff offered information and lots of support and encouragement. My questions were responded to quickly and answered with respect. I recently had some small problems that caused me to visit the Breastfeeding office for a few days in a row. I think the entire staff was working on this, and kept coming up with alternatives until we found a solution to my problem.

I have four sisters, all of whom have given birth in reputable teaching hospitals in the Northeast. None of them feel they received attention or education that even compares to what I received at Women's Hospital. The Breastfeeding Consultation Program and its quality staff are very important factors that contribute to Women's Hospital's excellent reputation.

My husband and I look forward to a time in the near future when we might have another child — we will certainly return to Women's Hospital. Thank you for such a good experience.

Sincerely,
Lynn Magyar

Dear Mr. Whiting:

AT&T's Total Life Concept committee at Guilford Center used the services of The Women's Hospital of Greensboro for our Lunch and Learn program during the latter half of 1993. Because of budget constraints, we had no funds for this particular program, and fortunately the Women's Hospital was able to provide knowledgeable, professional speakers at no cost to us.

Peggy Matthews and other members of the staff were extremely helpful in the administration of the program. Once the topics were outlined, the hospital staff handled all logistics involved with scheduling speakers; our only responsibility was to book the rooms and advertise the programs.

We received good feedback from attendees on all the programs, based on the feedback forms provided by the speakers and the verbal comments made to members of the TLC committee. The speakers I heard were excellent, and the handouts were also very helpful. Attendance for the Lunch and Learn programs varied from around a dozen to more than 50.

Thank you for making these services available to our AT&T people.

Janice Albright
AT&T Public Relations

New Paychecks Are Easier To Read

Every pay period John puts money into a Tax-Deferred Annuity, donates to United Way, pays for medical coverage for his wife and teen-age son, and purchases additional life insurance. Because his paycheck doesn't separate these expenses, it's hard for John to tell if the hospital is subtracting the right amount.

This spring, Payroll and Human Resources will introduce a new payroll system that breaks down the special pay plans of every employee. New paychecks will separate all deductions, show types of hours worked and include space for news items to reduce the number of paycheck attachments.

"This new system gives us the ability to dictate how we handle payroll processing and even more exciting, the flexibility to easily accommodate modifications to meet our ever changing environment," said Bev Cleveland, Manager, General Accounting.

In the past, both Human Resources and Payroll processed employee pay information. Now, Human Resources and Payroll will have access to the same system. This new integrated system will not only save the two departments time but also reduce the potential for errors.

Once the new payroll system is in place, Payroll will devise a new time sheet that is easier for employees to read, according to Debby Patterson, Application Support Analyst, Financial Services. New time codes will enable Payroll and Human Resources to better track seminar, PAL and sick time, which in turn may help managers better manage their departments.

"With the combined team work efforts of Human Resources and Payroll, our employees will benefit through improved quality service," said Bev.

I have four sisters, all of whom have given birth in reputable teaching hospitals in the Northeast. None of them feel they received attention or education that even compares to what I received at Women's Hospital. The Breastfeeding Consultation Program and its quality staff are very important factors that contribute to Women's Hospital's excellent reputation.

Medical Stats



▲ R. Eric Guice, M.D.

Medical Stats is a column that will feature the new faces and accomplishments of The Women's Hospital's medical staff.

Please submit any news items (with a black and white photo) to Public Affairs.

Please join us in welcoming **R. Eric Guice, M.D.**, J.F.A.C.O.G. (Junior Fellow of the American College of Obstetrics and Gynecology) to The Women's Hospital.

Dr. Guice is a native of Donalsonville, Georgia and attended Valdosta State College in Valdosta, Georgia and the Medical College of Georgia. Dr. Guice completed his specialty training in obstetrics and gynecology at North Carolina Baptist Hospital, Bowman Gray School of Medicine, Wake Forest University, and is board eligible.

Please also welcome **Judith M. Klarr, M.D.** and staff Neonatologist, to the Neonatal Medicine Department at The Women's Hospital.

Dr. Klarr, originally from Detroit Michigan, attended Wayne State University in Detroit. She completed a Neonatal Fellowship at the University of Michigan Hospital and a



▲ Judith M. Klarr, M.D.

Pediatric Internship/Residency at Children's Hospital Medical Center in Cincinnati, Ohio.

She is a member of the National Board of Medical Examiners, American Board of Pediatrics and its sub-board, Neonatal-Perinatal Medicine. ■

Employees Have The Right To Appeal

After you file your Health Benefit Claim Form, you will receive an Explanation of Benefits (EOB) form in your mailbox a few weeks later. At times, a portion of the charges or the entire procedure will not be covered. The EOB will explain why these charges were denied in the Explanation of Remarks section. If you don't understand or disagree with the reason, you have the right to appeal.

The first step in the appeal process is to contact McDonough Caperton, The Moses H. Cone Group of Health Care Services' health plan administrator. You may call the toll-free number listed on the EOB form with any questions. However, to file a formal appeal you must submit a written request for a review to McDonough Caperton within 60 days of receiving your EOB. In the letter, you may comment on the claim determination and state the reasons you feel the claim should not have been denied. Be sure to include any documentation which you feel supports your claim, such as medical records,

additional information from the provider of services, etc. You are also entitled to the records upon which the denial was based.

You will be notified in writing of the decision on your appeal within 60 days of filing your written request for review. If there is no change in the decision, you may advance to the next step in the appeal process.

If you wish to continue with the appeal, you must submit a request for review of your claim and a copy of the denial of your appeal to the Benefits Committee for the Health Plan. In addition, send the letter of appeal and all other related documentation to Jim Parks, Director of Employee Benefits, Human Resources. The Benefits Committee will review the details of the claim and respond in writing within 60 days of receiving your request for review. The Benefits Committee is authorized to make the final decision regarding your claim.

This is the third health plan article of a three-part series. ■

Making Rounds

Department: Radiology Services

Reported by: Carrie Richards

Welcome back! **Kellie Browning**, Medical Secretary. Please welcome new employee **Paula Adams**, RT-R and **Karen Gilchrist**, RT-R-Part-time X-Ray Techs. Congratulations to **Rebecca Kennedy**, M.D. (Radiologist), and husband Jeff Kennedy, M.D., who had a baby boy, Andrew Noel, on December 17, 1993.

Congratulations to **Jeri Plott** (Ultrasonographer), and husband Bob Plott, who had a baby girl, Kelsey Jo, on December 31, 1993.

Congratulations to **Carla Brown** (Ultrasound Receptionist/Transcriptionist) on her marriage to John Waldron, January 15, 1994.

Corinna Harritos, RT-R, has transferred from weekend X-Ray Tech to full-time 3rd Shift Tech.

Cindy Church, RT-R-M, was chosen 1993 Employee of the Year. Our congratulations!

Cindi Reber-Bonhall, RDMS, attended a preceptorship at Eggleston Children's Hospital of Emory University in Atlanta, Georgia for pediatric echocardiography.

Department: Birthing Suites

Martha Eakes, RNC, wrote a chapter, "Human Sexuality," for the nursing text *Maternity Nursing* by May and Mahlmeister (hippincott).

Department: PACU/ICU

Reported by: Vicki Barlowe

Welcome aboard **Shawana Melton**, NTI and Marcia Gladden, RN to AICU! Linda Lewis's son Pvt. 2 Brent J. Lewis married Leah Nicole Manuel on January 8,

1994. Brent is stationed at Fort Polk in Alexandria, Louisiana. Congratulations Brent and Leah! Susan Murray's daughter, Traci, went with her AP Marine Biology class to "Swim With The Manatees" at Sea World in Florida. We are pleased to say Traci came home happy and healthy.

Department: Quality Assurance/Risk Management

Willie Johnson was named to the Healthcare Quality Certificate Board for a three-year term to represent Region III (N.C. south to Puerto Rico). There are a total of 3,374 Certified Professionals in Healthcare Quality in the United States. The CPHQ exam is the only fully accredited exam in the field.

Department: Admission Services

Reported by: Rhonda Peeden

Christy Johnson joins our weekend staff in Maternity Admissions. Welcome!

We are proud to announce our Departmental Employee of the month: For November, **Sandra Anthony**; for December, **Linda Leonard**; for January, **Marni Upchurch**. Congratulations to each for their hard work.

Department: Laboratory

Reported by: Micky Henderson

Congratulations to **Tracey Swink**, Phlebotomist, and her husband Randy, who had a boy, Zaachary Anthony Swink, on November 22, 1993.

Debbie Whitman Calhoun, Phlebotomist, married Chip Calhoun on December 18, 1993
Congratulations!

Janice Still was promoted from Phlebotomist I to Phlebotomist II; and **Jane Jackson** was promoted from Med Tech I to Med Tech II.

Marci Miles attended the national AABB convention in Miami; **Jane Jackson** attended Kodula Ektachem operation training in Rochester, New York; and **Ted Cheresnowsky** attended Coulter training in Miami.

Department: Neonatal Medicine

Reported by: Allison DuBuisson

Allison DuBuisson was one of twelve Guilford County residents honored as a "partner in service" by the Area Mental Health, Developmental Disabilities and Substance Abuse Program in a ceremony November 16, 1993. Allison coordinates the developmental followup program for the NICU.

Dr. Judith Klarr received The Young Investigator Award for Clinical Research at the annual American Academy of Pediatrics meeting in Washington, D.C., for her research on the use of Dopamine and Dobutamine to treat hypotension in preterm infants. She conducted the study while at the University of Michigan.

Dr. J. Laurence Ransom has been named chairman of the Guilford County Coalition on Infant Mortality.

Department: Anesthesia

Reported by: Fran Tuohy

Myra Kelly, Chief CRNA, was off to Atlanta February 18. Did she empty all the stores?

Departmental members and significant others thoroughly enjoyed "Aida" opera and preparty at **Marilyn Schwabenton**, Nurse Anesthetist, and husband, Bill's.

Sam LeCates, Nurse Anesthetist, and wife, Rachel,

(Continued on page 12)

Who are our customers?

One of our customer groups we frequently forget is each other. In January The Moses H. Cone Group of Health Care Services kicked off an annual survey of each department as customer by those other departments who provide service to the customer department. A staff team in each department will identify key departments who are their customers, request a survey response from those departments (a staff team in those departments), summarize satisfaction and opportunities for improvement, and make a plan to improve selected items by September 30, 1994. Our goal is for each department to be rated as 90 percent satisfying or to show a five percent improvement by the end of the year. We hope by improving interdepartmental service our staff will be more satisfied and more effective, and that these benefits will pass on to other customers as well.

Making Rounds

(Continued from page 11)

spend two weeks in South America on missionary work for their church.

Marilyn Schwabenton, Nurse Anesthetist, and husband, Bill, are off to Belise for two weeks of camping and caring in the jungle.

Rod Moore, Nurse Anesthetist, enjoyed a "surprise" birthday escape to Las Vegas in February. Did he fly in the Lincoln?

Eric Shaffmaster's, Nurse Anesthetist, parents visited "beautiful, warm sunny" Greensboro during January weather. Did they bring that Yankee weather with them?

Kudos to **Fran Tuohy**, Nurse Anesthetist, upon her election as Vice Chairperson of the Employee Council for 1994.

Department: Public Affairs**Reported by: Wendy Newcomer**

Please welcome **Margaret Hemphill**, Secretary, who transferred from Moses Cone Hospital Executive Office.

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

Congratulations to **Cindy Hasspacher**, RN, and husband, Jim, whose son, Tyler James, was born on January 11, 1994.

Sharon Byrd, RN, and **Bill Ricketts**, RT, were united in marriage on January 1, 1994. Congratulations and Best Wishes!

Our deepest sympathy goes out to **Jody Hasbrouck**, RN, and her family for the loss of daughter, Emily; to **Lucille Welbourne**, NT, for the loss of her brother; to **Virginia Roesch**, RN, for the loss of her sister; and to **Kaye Wilson**, RN, for the loss of her mother-in-law.

Susan Coble, RNC, has successfully completed the NCC Certification examination for neonatal intensive care nursing and will now be designated as RNC.

Tami Burton, RN, successfully completed the BSN program at UNC-G in December 1993. Congratulations to both of you!

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

Congratulations to **Robin Walker**, Pharmacy Technician, for receiving Technician Certification.

Department: Plant Operations/Safety & Security
Reported by: Patty Jones

We welcome **Vance Harris** and **Chris Rogers**, who transferred from The Moses H. Cone Memorial Hospital Security Department. Vance and Chris are currently working in the Maternity Admissions area for the Night Visitation Program.

Coy Neal was voted Plant Operations' 1993 Employee of the Year by his co-workers. We all appreciate the diligence and professional manner in which Coy performs his duties. Congratulations, Coy!

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

Please welcome the following new employees:

LuAnn Crissman, Mother/Baby; **Margaret Green**, Environmental Services; **Linda Brown**, Radiology; **Kendra Hiatt**, Pharmacy; **Anita Lomax**, Medical/Surgical Care; **Ginger Fountain**, Operating Room; **Bridgett Byrd**, Medical/Surgical Care; **Annette McCall**, Ultrasound; **Mary Dennis**, Environmental Services; **Nicole Keith**, Dietary Services; **Julie Wilson**, Medical/Surgical Care; **Christy Johnson**, Admission Services; **Christine Roberts**, Medical Records; **Shaun Davis**, Dietary Services; **Melanie Jones**, Lactation Consultant; and **Nettie Garland**, Birthing Suites.

The following employees have received promotions: **Dawn Handy**, Medical Records Supervisor, Medical Records; **Deborah Jackson**, Medical Technologist II, Laboratory; **Carnessa Ottelin**, Ultrasonographer, Ultrasound; **Kellie Browning**, Secretary II, Radiology; **Janice Still**, Phlebotomist II, Laboratory; and **Ann Clark**, Clinical Nurse Coordinator, Birthing Suites. ■

James R. Whiting

Executive Vice President

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THE
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OF GREENSBORO

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