

When The Stars Come Out At Night

At 11 p.m. – what are you doing? Probably brushing your teeth and getting ready for bed? Well, that's not the case for third shift employees at The Women's Hospital who are just coming in to work. These employees stay up past your bed time to provide 'round the clock services and care.

At many places of business, quitting time is 5 p.m. But as we all know, hospitals never close. Most of our hospital departments are open to provide hot meals, safety and security, medications, clean rooms and patient care 24 hours a day.

Just who are these people who make sure everything runs smoothly while the rest of us are at home dreaming? They are extraordinary people who have had to shape their lifestyles around working at night. "You have to have a special personality to work third shift. Some people just can't do it," said Marcia Cleveland, RN, Birthing Suites. "You have to be able to get your rest during the day knowing you'll have to work when many other people are in bed," she said.

There are many advantages to working when the stars are out. One valuable reason is it gives many of these employees time to spend with their families during the day.

"Some people think we are a little on the strange side," said Bob Corum, Safety/Security Officer, Plant Operations. "They don't realize we live a 'normal' life too. We just happen to sleep and work different hours," he said. Bob has worked on third shift for 15 years and prefers working at night. "You get to work with the public and patients more closely," he said.

Many third shift employees advised giving third shift a six-month trial period before someone can absolutely say she or he cannot do it. "Your body has to adjust to the different hours and sometimes this takes a while. However, once you have adjusted, it is easy to get on a schedule just like people with day jobs," said Bob.

During third shift, few administrative staff



◀ Debbie Hill, RN, Medical/Surgical Unit, has worked third shift for over fourteen years.

work, so the night staff have learned to rely on each other when difficult situations arise, explained Kay Voigt, RN, Central Nursery, who has been a third shift employee with The Moses H. Cone Group of Health Care Services for 14 years. "I feel I have closer relationships with my co-workers on third shift because the team is smaller, and we depend on each other instead of higher management to solve problems," said Kay.

Sherri Elliott, RN, NICU, likes working third shift because employees are given more independence at night. "Being a nurse on third shift allows me to make my own decisions – I am relied on more," she said.

Those of us who work during the day may be tempted to think that working at night means there is less to do. But the main difference third shift employees face is that when people come to the hospital at 3 a.m. they usually mean business. "The problem they are having is usually not petty, otherwise they would have stayed in bed," said Marcia.

According to third shift employees, their daytime counterparts sometimes think that working at night means that all patients sleep through the night – not true, said Debbie Hill, RN, Medical Surgical Unit. "Some of our patients do stay up all night long," she said.

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Executive Notes

Each year The Moses H. Cone Memorial 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. At its Annual Meeting, our Board of Trustees approves our Corporate Goals thereby establishing our organization's commitments for the immediate future.

In the last two columns, I described the categories of our annual goals — service, outcome and cost — and explained how service and outcome goals were formulated. In this article I will discuss cost goals. It is our hope that this series of articles will improve the understanding of how establishing goals in these categories helps us to achieve quality, efficiency and value for our community.

Cost

Cost goals are designed to ensure our community that we provide healthcare at a fair price. We can measure our performance by comparing our prices to similar hospitals (using Moses H. Cone and The Women's Hospital combined). When comparing the 30 most frequently utilized admission classifications with 10 similar hospitals in North Carolina we discovered our average charge is 14 percent under the comparative group. We are able to keep our prices favorable because we

concentrate upon keeping our costs low. Over the past four years this hospital has averaged a one percent per year cost increase, and therefore found it unnecessary to increase our prices two of the past three years — Moses Cone did not raise prices those same years.

We are able to keep our increases in costs low because we continuously explore ideas to improve our efficiency (staffing and systems), reduce the cost of materials, and analyze the process of patient care delivery (clinical pathways). For example, specific, measurable goals are developed to control staffing by department and to reduce length of stay. We also calculate the cost of supplies and set goals for reducing product costs and analyzing product effectiveness. The establishment of clinical pathways for hysterectomies, caesarean sections and NICU infants has helped us to analyze our efficiency in care delivery. In the upcoming year goals will be set to develop additional clinical pathways.

Through the establishment of goals focused upon costs, we are able to ensure our community healthcare at a reasonable price.

By organizing our goals to address service, outcome and cost, we as an institution create quality and value.

James R. Whiting
Executive Vice President

When The Stars Come Out At Night

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Debbie, who for over fourteen years has always worked nights, enjoys being able to spend more time with her patients. "They are in their rooms more often, compared to daytime, when they're out having tests made, for example," she said.

There are many advantages to working when the stars are out. One valuable reason is it gives many of these employees time to spend with their families during the day. "I am a family person, and working third shift allows me to have more time to spend with my husband and children," said Mary Topp, CNC, Birthing Suites. "Working at night is a decision I made because it is best for me," she said.

"I love working at night," said Geraldine Campbell, Food Service Tech II, Dietary Services. "I like the fact that I am able to come home after work and be there for my children when they wake up," she said.

Felicia Green, RN, Mother/Baby Unit, enjoys her hours at night because she has time to volunteer at her child's school and get things done during the day that many people working nine to five cannot do.

Along with the advantages come some disadvantages of working under the moon. Nothing is perfect. The biggest complaint made by third shift employees concerns people who don't respect their sleep time. Working at night means you have to sleep during the day and many people don't understand. Just think of all the environmental noises you have to contend with when trying to sleep during the day – pounding, drilling noises of construction work, people who telephone during the day or ring the doorbell for a visit. They are all interruptions, which make it hard on third shift employees to get their rest. "Sometimes I will leave a note on my door saying that I am asleep so people will not disturb me. Also, cutting off the ringer is a common occurrence at our house," said Felicia.

Marcia added another technique that helped her bring home the point that daytime was her sleep time; her daughter would always call her at home during the day while she was sleeping, which would be like calling someone at 2 a.m. One night at about 1 a.m. she called her daughter and that solved the problem. "People who don't work third shift have a hard time understanding that during the day you have to sleep."



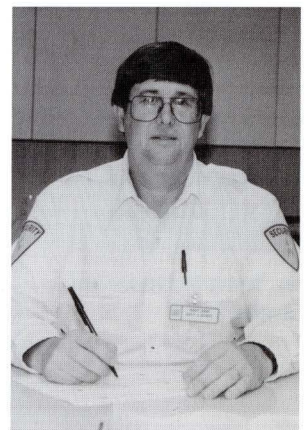
◀ **Geraldine Campbell, Food Service Tech II, Dietary Services.**



▶ **Anne Mason, Pharmacist I, Pharmacy.**

"How would you like to have a dentist's appointment at 3 a.m.?" said Anne Mason, Pharmacist I, Pharmacy, putting it in perspective. Many people do not realize the lifestyle changes made in order to do routine activities, such as going to the dentist, during sleep time. However, Ann has always worked third shift. "I prefer it because the interaction among departments is much more personal – the relationships you develop are closer," she said. Above all, as a third shift employee, said Anne, "you need to be flexible."

As you can see, working third shift brings with it both the positive and the negative but most of the employees would not give up their night time hours for those in the sunlight. They have adjusted to their hours and they find the schedule beneficial for their lifestyle. So everything is not under the sun after all – many things shine just as bright under the moon. ■



▲ **Bob Corum, Safety/Security Officer, Plant Operations**

The Women's Hospital Participates In "Take Our Daughters To Work Day"



▲ Alice and Megan Morrison

Adolescence is a rough time, but recent research indicates it's even harder on girls. Between the ages of nine and 15, studies have shown that girls' self-esteem drastically drops. Many never have the opportunity to observe women at work or to dream of achieving their goals. On Thursday, April 28, The Women's Hospital of Greensboro participated in "Take Our Daughters to Work" day. The national event, sponsored by the Ms. Foundation for Women, was an opportunity for young girls, ages nine to 15, to see women in valuable careers in the working world.

The day began with an orientation session at which each girl became acquainted with her mentor and was briefed on infection control and hospital procedure. After the girls had the opportunity of meeting each other and hospital staff, each girl/mentor pair left the session ready to start the day's activities.

Shemikia Kirby, age 15, shadowed Valeria Pritchett, CNE, Staff Education, and Dr. Raymond Cox, Assistant Director of OB/GYN Teaching Services, for the day. "I enjoy helping people and educating them," said Shemikia, who wants to be a pediatrician. "We should have more

events like this. I never knew there were so many different jobs available inside a hospital," she said.

"It's important for these young girls to see all the stresses that their mothers and other working women face," said Valeria. "I hope Shemikia will be inspired by today and see how important it is to get an education," she said.

Nichole Stevens, 14, spent the day with her mother Marie Mosely, NNP, Neonatal Medicine. "I think this day is a great idea," said Nicole. "It helps me decide how to go about choosing a career, but it also helps me to understand what it is like to be my mom," she said.

Marie agrees with her daughter. "I think it's a wonderful project for her. Personally, it enhances our feeling as mother and daughter, but professionally, it offers a chance for young girls to begin to understand the wide variety of career choices open to them," said Marie.

Erin Murphy, 12, and her mother Diane, RN, Maternity Admissions, not only spent the day together but gave the country a preview as to their plans for the day. The mother/daughter team were interviewed live on the national show "CBS This Morning" by co-host Paula Zahn.

The Murphys arrived two hours early to set up for their live remote broadcast. As the Central Nursery staff looked on with the rest of the country, the Murphys told Paula why the day was important and what they planned to do. In Maternity Admissions, employees watched "CBS This Morning" with anticipation and cheered for their co-worker when she appeared on television.

During the day, Erin learned how to use a fetal monitor, how to fill out the necessary paperwork involved with a patient, and explored different parts of the hospital with her mom. "This was a good experience for me because I also



▲ Jessie McLemore and Ashley Snead

learned what other people in the hospital do and how it relates to my mom's job," said Erin.

Erin's mom, Diane, thought that "Take Our Daughters to Work" was an excellent idea. "I think it's a valuable way to help shape the future of young girls and their career choices," said Diane.

Some of the young women participating had parents who were employees of The Women's Hospital, but chose to be paired with another employee, wanting to gain experience in a different department. Courtney Sullivan, daughter of Helen Sullivan, Director of Radiology, spent the day with Susan Mazzella, Specialty Manager of the Central Nursery. "I wanted to understand what my mom's life at the hospital was like," said Courtney, "but I also wanted to learn more about other areas of the hospital." Of all her activities during the day, Courtney enjoyed assisting with a lab test on an infant the most.

Fran Tuohy, Nurse Anesthetist, Operating Room and her "partner" Tomeisha Davis (daughter of Joe Davis, Supervisor, Materials Management) were also media stars for the day. *The Greensboro News and Record* featured both of them in an article about the national event, and the local CBS station, WEMY-TV, also interviewed them.

"Being here today made me realize that I will be able to handle this job," said Tomeisha, who wants to be a Nurse Anesthetist. Fran agreed. "I'm happy to help young women like Tomeisha discover their strengths," she said. ■



▲ Marie Mosely and Nichole Stevens



▲ Fran Tuohy and Tomeisha Davis



▲ Diane and Erin Murphy

The following employees and young women participated in "Take Our Daughters to Work" Day:

Employees

- Martha Bagwell
- Raymond Cox, M.D.
- Jennifer Gochenour
- Beci Joiner
- Eileen Kerr
- Judith Klarr, M.D.
- Peggy Matthews
- Susan Mazzella
- Jessie McLemore
- Marci Miles
- Alice Morrison
- Marie Mosely
- Diane Murphy
- Wendy Newcomer
- Valeria Pritchett
- Fran Tuohy

Young Women

- Tomeisha Davis
- Shemikia Kirby
- Shannon Matthews
- Alicia McArn
- Heather McSwain
- Megan Morrison
- Erin Murphy
- Amy Saunders
- Kania Shipman
- Ashley Snead
- Nichole Stevens
- Courtney Sullivan

Women's Only 5K Run Raises \$3,839 for Mammograms



The Women's Only 5K Walk/Run, held on Saturday, June 4, raised \$3839 for our Women's Hospital Mammography Scholarship Fund. Nearly 500 women participated in this special event, which will help provide life-saving screening mammograms to many women



who otherwise could not afford one.

The Women's Only Walk/Run is co-sponsored by The Women's Hospital, Omega Sports, Thorlo, Saucony, Dolfin, Free Style and Softouch.

Medical Stats

The Women's Hospital Welcomes Penny Blake to the NICU

The Women's Hospital of Greensboro welcomes Penny Blake to the Neonatal Intensive Care Unit as Nurse Manager. "I've been fortunate to work with professional nursing staffs on a variety of maternal/child units," said Penny, who brings with her years of experience in Neonatal and Pediatric nursing. Penny transferred in March from Moses Cone Hospital, where she worked on the Pediatrics Unit for one and a half years as Nurse Manager. Before coming to The Moses H. Cone Group of Health Care Services, Penny worked in the NICU at Brenner Children's Hospital for 10 years.



▲ Penny Blake, Nurse Manager, Neonatal Intensive Care Unit.

As Nurse Manager for Women's Hospital's NICU, Penny has many goals for the unit, including: coordinating nursing leadership on the unit to improve management support for all shifts; and working with a multidisciplinary team to implement advancements in case management.

"I really like the focus on family, or family-centered care, that is found on this unit," said Penny. "Being in the NICU allows me the opportunity to work with nurses and Neonatal Nurse Practitioners — I'm enjoying that part of my job," she said.

Penny lives in Kernersville with her husband Paul and three stepdaughters. She received her BSN from the University of North Carolina at Chapel Hill and her Masters in Nursing Administration from the University of North Carolina at Greensboro.

AICU/OR Project Enhances Services

The final phases of the AICU/OR construction project at The Women's Hospital are complete. The entire project, designed with extensive physician and nursing input, provided four additional Adult Intensive Care rooms.

The new facility, LaVonne said, is designed for short-term intensive care is equipped to manage patients requiring ventilator support, as well as non-invasive and invasive cardiac monitoring, including Swan-Ganz and SADS2.

The unit is staffed by nurses who collectively have more than 48 years of experience in ICU or trauma nursing. The critical care nursing team includes:

- Ellen Forward: Specialty Manager of AICU/PACU; 11 years in AICU, formerly in the Open Heart Unit at Baptist Hospital;
- Jan Clance: nine years in AICU, formerly in Medical AICU and Pediatric ICU;
- Kelly Tillman: four years of critical care experience in Medical AICU;
- Debra Stanford: eight years of AICU experience with two years in a trauma unit;
- Linda Lewis: eight years of AICU experience in area hospitals;
- Catherine Doyle: six and a half years in surgical oncology with one and a half years with a bone marrow transplant program and one year in CCU; and
- Katy Cheatwood: three years in surgical AICU and one year in Labor and Delivery.

All staff members are ACLS certified or currently obtaining certification. To maintain competency in all types of AICU nursing, the staff also rotates through the ICU at Moses Cone Hospital.

Other AICU/OR project changes:

- addition of a C-section suite with an infant resuscitation room
- renovation of two patient rooms into an LDR room and a two-bed C-section recovery room
- remodeling of the PACU and Day Surgery Recovery Area
- revisions to Central/Sterile Processing and Day Surgery Preoperative areas

Pro-Health Dining Good For The Heart



▲ Flossie Boone, Food Service Tech I, Dietary Services, stocks the refrigerator with employees' favorite Ph.D. items.

Sneak Preview of some of the upcoming PH.D. specials:

Hawaiian Beef Kabobs

252 calories
9 g fat (2 g sat. fat)
24 mg sodium
64 mg cholesterol

Vegetarian Lasagna

254 calories
9 g fat (5 g sat. fat)
637 mg sodium
47 mg cholesterol

Stuffed Bell Pepper with Creole Sauce

234 calories
9 g fat (9.6 g sat. fat)
282 mg sodium
44 mg cholesterol

Mexican Fajitas

290 calories
9.6 g fat (1 g sat. fat)
79 mg sodium
66 mg cholesterol

As health conscious Americans, we are always looking for the perfect marriage of healthy food and food that tastes good. Now, patrons of the Green Valley Cafe will soon have a smorgasbord of good, nutritious food available to tempt their taste buds, courtesy of Morrison's Pro-Health Dining. Morrison's, in cooperation with the Washington Apple Commission, has revised and expanded the Ph.D. choices we have here at The Women's Hospital.

Although The Women's Hospital has offered Pro-Health Dining foods for a while now, recent changes in the program will provide a greater number of foods from which to choose. Revisions in the Ph.D. plan include 41 totally new recipes, combined with 33 revised recipes, to offer 74 new/revised recipes.

"A lot of people still think of Ph.D. items as diet food," said Julia Stanford, Director of Dietary Services. "But it's actually food that promotes a healthy heart," she said.

Ph.D. menus focus on nutrition and health and are based on current research. For example, all Ph.D. foods are prepared to help keep total calories from fat intake to less than 30 percent of daily calories consumed. The foods are also prepared to minimize ingredients containing sodium

and to limit sodium intake to no more than 2,400 milligrams per day.

"All of the foods in the Ph.D. program meet the standards developed by the American Heart Association – plus, they taste good," said Kathy Brigham, Dietitian in Food and Nutritional Services. "They are low in calories for those who are following a diet as well as 'heart healthy,' which is something we all should follow." Kathy added that those interested could even obtain the recipes from dietary, take them home and use them in everyday cooking. "Whether or not you are on a health plan to lose weight, the Ph.D. foods are those that help prevent heart attacks, hypertension, colon and breast cancer," she said.

Several promotions began in July to inform employees about what's new on the heart-healthy menu. For example, when employees purchase a complete Ph.D. meal, they will receive a diploma, which can be exchanged for a free Washington apple. The "Smart Card" – a frequent buyer card in which employees receive a free Ph.D. item after purchasing 10 items, will be an added bonus. The Cafeteria will also offer a Ph.D. special one day a week.

Dietary Services will also copy and distribute employees' favorite Ph.D. recipes. Or employees can turn in their favorite recipe and Dietary Services will convert it to a Pro-Health Dining food. The employee who submits the winning recipe receives free meals for one week.

"With the onset of our new program we will need a lot of feedback from employees," said Julia. "Tell us which Ph.D. items you like or dislike by placing your comments in our suggestion box."

Other Cafeteria changes coming soon:

- Breakfast Bar
- 1994 Coffee Club – Buy a special mug and receive various coffee specials each month
- Frequent Diner card for non Ph.D. items

Newsnotes

Employee Ice Cream Feast Takes The Heat Away

Get those spoons ready! The Women's Hospital's ice cream feast will be held Tuesday, July 19 from 3 to 4 p.m. in the Cafeteria. Third shift employees will be served on their units.

Rod Moore Will Hold Office in NCANA

Rod Moore, Certified Registered Nurse Anesthetist, was recently elected President-Elect of the North Carolina Association of Nurse Anesthetists. The nine member board is responsible for the fiscal, educational and professional needs of over 1250 CRNA's in North Carolina

In preparation for the office of President, Rod served for 12 years as Educational District Officer, as Nominating Committee Chairman, Finance Committee Chairman and a member of By-Law, Program and Government Relations Committees. He also served two terms as NCANA Treasurer. He is also a member of the North Carolina Nurses Association, the American Nurses Association and is immediate past president of the Duke CRNA Alumni Association.

After serving 18 months as President-Elect, Rod will become NCANA President in September, 1996. During his tenure he will attend national meetings three times a year and state and board meetings on a regular basis.

"I am very honored to be chosen to serve as President of this association," said Rod.

Employees Raise Money For MS and Healthy Babies

The Moses H. Cone Group of Health Care Services recently participated in two very successful walk-a-thons. In the walk for Multiple Sclerosis, employees raised \$6,729.85, with the Moses Cone Team of 75 walkers being the winning team for 1994. In the March of Times TeamWalk Piedmont, with The Women's Hospital's team being led by Jim Whiting, Executive Vice President, 33 employees raised \$984.00 for healthier babies.



Local Business Donates To High Risk Clinic

While providing the best patient care possible to our customers is our main goal, sometimes The Moses H. Cone Group of Health Care Services is able to give a little extra. Carolina Country Bread Company, a new business in Greensboro, has been providing free baked goods to the High Risk Prenatal Clinic on a regular basis. Once a week Deirdre Bledsoe, Nurse Midwife Coordinator, OB/GYN Teaching Services, picks up various breads and breakfast rolls donated by co-owners Scott Forman and Chuck Guarracino for the patients at the clinic.

"Some of our clients go to a lot of trouble, including skipping breakfast, just to get to their 8 a.m. prenatal appointment. Other have had to fast from the previous night before having blood drawn. We try to make the checkups a friendly experience for them," said Deirdre. "Listening to the fetal heart, measuring the mother's abdomen and some of the necessary preventive care we do can get pretty routine, so the baked goods add a nice touch," she said.

Habitat for Humanity Update

Thanks to generous donations from members of The Moses H. Cone Group of

▲ A ground breaking ceremony for our Habitat for Humanity home was held Saturday, July 25. From left to right: Tu Dagout, future homeowner; Doug Shumate, Employee Council Chairperson, MCMH; Micky Henderson, Employee Council Chairperson, WH; Kmok Cel, future homeowner; Dennis Barry, President, The Moses H. Cone Group of Health Care Services; Thomas Hayes, Board President, Habitat For Humanity of Greater Greensboro.

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We Receive Letters

Dear Mr. Whiting:

Our daughter, Anne Chamblee, delivered at The Women's Hospital. From the very beginning she received the best of care from your staff. My husband and I were impressed not only with her care, but especially with the kindness and thoughtfulness with which it was delivered. Her baby was in trouble, and your wonderful NICU staff worked long and hard to ensure her survival. Never once did they show any impatience with anxious parents and grandparents.

Our heartfelt thanks go to you and the staff.

Carolyn Ratcliffe

Dear Mr. Whiting:

Your hospital is exceptional and so are your nurses; especially those who attended me on the third floor and in the operating room.

I felt and was treated like a special woman. Even my room was a comfortable place to be. The nurses' attitudes and actions made me feel like they were happy to be working there.

I was a patient of Dr. Steven Fores, and must say if in the future, if I should need surgery, I hope it can be at The Women's Hospital.

Sincerely,
Laura Hahn

Plant Operations Employees Good Samaritans To Family In Need

One Tuesday night at 10 p.m. J.W. Adkins, Manager, Plant Operations, received a telephone call that would ultimately save a child's life. The call was from his daughter, Gina, who works in the Moses Cone Hospital Emergency Room. She told him of a two-year-old boy with Cystic Fibrosis, Multiple Sclerosis, and Grand Mal Seizures, who had just been admitted to the ER. The boy was hooked to several ventilators and an IV.

Compounding the child's health problems was his home situation; in the family's mobile home, there was only one outlet to plug in eight different pieces of equipment. With everything plugged into one outlet, the breaker kept tripping, endangering the baby's life. The family was essentially in the dark, not being able to use other lights, air conditioner or electrical devices while the medical equipment was plugged in. This made it difficult to regulate the temperature in the mobile home, temperature that was critical for the baby's condition.

A recent power outage caused the boy to be admitted to Moses Cone Hospital. After she learned about these problems

and the role they played in the patient's admission, Gina decided to call J.W. for assistance.

She told her father about the boy and his unfortunate problem at home. Gina then asked J.W. if he knew of any electricians, "knowing I didn't know anyone else but me available at that time of night" he said.

That night, J.W. went to the home to assess the situation. He enlisted the help of co-workers Coy Neal and Jimmy Canada, both electricians at The Women's Hospital. On Wednesday, they bought the materials needed to do the electrical work (Duke Power furnished the breakers and Industrial Electric furnished plug molds). On Thursday, J.W., Coy and Jimmy went over and did the repair work in four and a half hours. "We installed two new circuits and outlets," said J.W. "The family was really thankful," said Coy.

"We all have kids — I know that whether it were my kid or anyone else's kid I would certainly do anything I could to help out," said Jimmy. ■

Employee Suggestions Make A Difference

In the Employee Attitude Survey, you asked for a better forum to make workplace improvements, noting that suggestions currently being made were sometimes lost. Based on that survey, a task force assembled and created an improved suggestion program which began in mid-June.

During May, the task force conducted a naming contest for its new ideas program. "Ideas In Action," submitted by Joe Farrar, Financial Manager, Laboratory, MCMH, was the winning name. The new name, as well as information on how and where to make workplace suggestions, was distributed with June 16 paychecks.

The Moses H. Cone Group of Health Care Services' new suggestion program encourages all employees to recommend workplace improvement ideas. The new program will:

- encourage ideas affecting any department, not just your own
- notify you whether or not your idea is implemented
- accept any improvement ideas, not just cost-saving suggestions
- promise monthly updates until a decision is reached
- recognize participants every month

Employees who contribute improvement ideas will also be eligible for monthly prize drawings.

During May, the task force conducted a naming contest for its new ideas program. The new name, as well as information on how and where to make workplace suggestions, was distributed with June 16 paychecks.

Newsnotes

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Health Care Services and friends, we raised \$25,417.74 to construct our Habitat for Humanity house. A ground-breaking ceremony was held on Saturday, June 25 and was attended by the family who will live in the completed home.

Thirty volunteers participated in the first of many workdays. "The work was hard and dirty," said Micky Henderson, Employee Council Chairperson, "but everyone came with a lot of enthusiasm."

After the ceremony, volunteers water-proofed the foundation of the house and prepared it for construction. Over the next four work weekends, the following projects will be completed: Floor framing, wall components and porches; exterior walls framed; interior walls framed; and roof trusses. ■

Making Rounds

Department: Medical Library

On April 30th **Suzanne Angel**, Medical Librarian, participated in a discussion panel representing different types of librarians for an introductory library science class at UNC-G.

In March **Leslie Mackler**, Library Director, travelled to Brazil to help establish a medical library at a clinic in the Amazon.

Department: Environmental Services

Reported by: Dorothy Campbell

Welcome new employees: **Brenda Hollingsworth**, Env. Services Tech, first shift; **Albert Dean Dorsett**, Env. Services Tech, second shift.

Frances Robinson, Env. Services Tech, transferred from Env. Services, Moses Cone Hospital to Women's Hospital. Welcome Frances.

Congratulations to **Victoria Mackey** (Env. Services Supervisor) on the birth of Montre Vidal Mackey, June 3, 1994.

Service Award Winner for May is **Mary Dennis**, Env. Services Tech. Service Award Winner for June is **Doug Johnson**, Env. Services Tech. Congratulations, Mary and Doug.

Department: Radiology Services

Reported by: Carrie Richards

Congratulations to **Dave Carey**, PT X-ray Tech on his marriage to Angie on May 7, 1994.

Corinna Harritos, 3rd Shift, X-ray Tech, has been accepted to the Baptist Memorial Hospital School of Ultrasound in Memphis, TN.

Ultrasound Supervisor, **Lora Mae Shaw**, and Radiologist, **Rebecca S. Kennedy, M.D.**, attended a meeting on Structural Fetal Problems sponsored by Baltimore Ultrasound Education & Research, Inc., May 19-22.

Department: Operating Room

Reported by: Wendy Bass

Congratulations to **Dee Ann Barnes Edwards**, OR Tech, who married Ryan Edwards on May 21st. The couple is residing in Adams Farm. Best Wishes to the new couple.

Department: Resp. Therapy

Reported by: Jackie Fulp

Congratulations to **Franda Daye**, RPT; **Teri Hicks**, RPT; **Helen McKinstry**, RPT; **Martha Prudhomme**, RPT; and **Jackie Fulp**, RRT, who all passed the

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Making Rounds

*(Continued from page 11)***TQM Vision**

The Moses H. Cone Group of Health Care Services will be the health-care provider of first choice for patients and medical staff members in our community and primary service area and the health-care employer of first choice in our service area.

We achieve this vision by:

- Demonstrating excellence in meeting the needs of those we serve in service, cost and outcome.

- Continuous improvement in the measurable quality of the services we provide.

- Creating an environment which recognizes achievement and values leadership, trust and respect in all that we do.

- Focusing on systems improvement supported by mutual understanding of purpose, teamwork and open communications.

Perinatal/Pediatric Respiratory Care Exam offered by the National Board for Respiratory Care on March 12th.

Department: Mother/Baby Unit**Reported by: Kathy Lawson**

Welcome to new Mother/Baby Unit employees **Jamie Lawson, NT**; **Celia Pardue, NT**; and **Angela Briggs, NT**; and to new Central Nursery employee **Paula Jester, NT**.

Welcome also to **Ellen Branstrator, RN**, who transferred from 5100 to Mother/Baby Unit.

Congratulations to **Wanda McSweeney, RN** on the birth of a boy on May 24, 1994.

Best Wishes to **Sandra Roberts, RN**, who was married to Cal Kimrey on May 14, 1994.

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

Welcome to **Denise Waldrop, RN** from Indianapolis, Indiana.

Welcome to the following transfers to the NICU:

Melanie Payne, RN, CNNP from Neonatal Medicine Nurse Practitioner to CNC; **Mary Ruth Sigmon, RN** from Nurse Intern Program; **Stacy Rohrig, RNA** from Lab; **Kerri Cothren, RN** from SICU, Moses Cone Hospital; and **Donna Turpin, RN** from 6100, Moses Cone Hospital.

Congratulations to **Chris Lee, RN** on her promotion from Level II to Level III RN.

Best Wishes to **Tami Burton, RN** on her marriage to Michael Oppedal on June 18, 1994.

Congratulations to **Amy Spenski, RN** on the birth of a boy, Mitchell Lee, on May 27, 1994 and to **Eugenia Slaydon, RN** on the birth of a boy, Benjamin Neal, on May 31, 1994.

Department: Maternity Admissions**Reported by: Helen Snead**

Welcome to **Lanette Brown, NT II** Extern.

Congratulations to **Carol Johnson, NT II** (recently transferred to Moses Cone Hospital); **Diane Raynor, NT II**; **Gladys Forster, NT II**; and **Karen Olson, NT II** on their promotions to Registered Nurses.

Karen Olson received the BSN excellence award from the Alumni Association at UNC-Greensboro and **Diane Raynor** received the Sigma Theta Tau BSN award. Both awards are based on academic excellence, leadership and professionalism and commitment to nursing. Congratulations!

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

Connie Clegg, NNP had a send-off party before her move to Eugene, Oregon with husband, Bob, (former RT at Cone). Connie will be working in a NICU in Eugene while Bob pursues a

Ph.D. in Chemistry.

McCrae Smith, MD and **Rita Carlos, MD**, attended a conference of the Society for Pediatric Research in Seattle in May.

Congratulations to **Carla Saunders, NNP**, on the birth of a baby girl, Tess Caroline, on May 9, 1994.

Department: Birthing Suites**Reported by: Maggie Conklin**

Welcome to new employees **Beth McKaughn, RN, 11p-7a**; **Ruthe Fialkiewicz, RN, 11p-7a**; **Andrea Smith-Davis, NT/NS** relief; **Donna Jenkins, NT/NS** relief; and **Drexon Smith, NS** relief.

Department: PACU/AICU**Reported by: Vicki Barlowe**

Welcome Aboard! **Kelli Tillman, RN, AICU**; **Katherine Cheatwood, RN, AICU**; **Tracy Liu, NT I, AICU**; and **Catherine Doyle, RN, AICU**.

Congratulations to **Shawana Melton, NT I**, and Gregg Bass on their May 28, 1994 wedding. We wish them many years of happiness!

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

Please welcome the following new employees: **Sabrina Betts, Secretary I, OB/GYN** Medicine; **Erika Fritz, Administrative Intern, Executive Office**; **Diana Mebane, Nurse Extern, Staff Development**; **Carol Gray, RN Level II, PACU**; and **Shirley Clarke, Secretary I, Employee Health/Infection Control**.

The following employees have received promotions:

Lisa Combs, Histotechnician, Laboratory; **Ellen Forward, Specialty Manager, Adult Intensive Care Unit**; and **Chris Rogers, Mechanic I, Safety, and Security**.

Robert Corum, Safety/Security Officer, has transferred from Security, Moses Cone Hospital to Security at Women's Hospital. ■

James R. Whiting

Executive Vice President

The Women's Hospital of Greensboro

Director of Public Affairs

Eileen Kerr

Editor

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