

United Way Benefits Employees

Although we may not realize it, United Way touches all aspects of our lives and the lives of others around us. When our children attend YMCA/YWCA summer camps or after-school programs; when we donate blood through the American Red Cross; or when our children belong to Boy or Girl Scout troops, it is United Way that makes these programs possible.

At The Women's Hospital, many employees benefit from the services of the United Way or volunteer their time to help a United Way funded agency. Following are personal accounts of two of our employees who have seen first-hand what United Way can do.

Adult Center for Enrichment Provides Excellent Care

When Coy Neal's mother's health began to deteriorate two years ago, Coy and his wife, Benita, decided the only solution was for her to move in with them. Her mobility had been impaired, so she needed constant attention. Because Coy, an electrician in Plant Operations, and Benita both work fulltime, this posed a problem — who would take care of his mother while they were at work?

Benita began investigating options for care for Coy's mother. She considered in-home health-care and retirement homes, but soon realized that these alternatives were too costly. Eventually she discovered the **Adult Center for Enrichment**, a United Way funded agency which provides support services to meet the special needs of functionally impaired adults and their caregivers.

Coy and Benita visited the Adult Center for Enrichment, which is located in downtown Greensboro and provides day care services for older adults. After touring the facilities and speaking with the director, they immediately knew this was the answer to their dilemma. "The Adult Center for Enrichment really took a lot of headaches off of us," said Coy. "Being a United Way agency, it makes it affordable for us, and we also have the peace of mind of knowing my mother is getting excellent care." The Center has been a positive experience for his mother as well. "She



▲ Coy Neal visits his mother at the Adult Center for Enrichment

enjoys the company of the other adults at the Center, and it gives her something to do every day. Her mobility has also improved since she has been going there," Coy added.

Staff from the Center pick up Coy's mother at their home every morning and bring her to the Center, where she stays until 5 p.m. when Coy picks her up on his way home. The Center offers daily structured activities, such as crafts and social activities, a hot meal, and lots of interaction among the residents and the staff. Staff workers make sure the older adults receive their necessary medications and interact with them to assure they remain active and healthy while under their care. "The programs the Center provides are wonderful," Coy said. "They even have a 'prom' every year, where they all get dressed up and enjoy entertainment and refreshments."

Coy says this experience has also changed his views about United Way. "The services the Adult Center of Enrichment has provided for my mother and my family have really opened my eyes to all United Way offers the community," Coy said. Last year, Coy served as the Plant Operations facilitator for the United Way campaign. "My personal experience made it easy for me to encourage others in my department to give to United Way," Coy said. ■



*Where your
United Way
gift goes. . .*

More than 90 cents of every dollar goes directly to programs and services that help people in the community.

*. . . And how
it helps*

\$15 per week
5 weeks of day care for 7 children of low-income working families

\$10 per week
4 days of protective shelter for 8 abused women

\$7 per week
10 days of specialized pre-school for children with multiple handicaps

\$5 per week
6 weeks of tutoring for an at-risk student

\$3 per week
55 hot meals delivered to home-bound seniors

It's Never Too Late To Learn

Lora Mae Murrow, RDMS, Ultrasound Technologist, Radiology, loves to read and developed an appreciation for the written word at a very early age. When she realized that approximately 35,000 adults in Guilford County read at or below a sixth-grade level, she wanted to do something to help alleviate the illiteracy problem in our community. "I wanted to help someone become a more functional member of society by helping them learn to read," said Lora. "I also hoped I could help someone appreciate reading as much as I do."

After seeing an advertisement in the newspaper seeking volunteers to tutor adults, Lora contacted **Reading Connections**. **Reading Connections** is a United Way funded agency that aims to improve basic literacy skills of adults through tutoring and serves as a central resource for literacy services. Students who contact Reading Connections to be tutored usually want to improve their reading skills for a specific reason, such as getting a better job or helping their children with

Approximately 35,000 adults in Guilford County read at or below a sixth-grade level.

Reading Connections aims to improve basic literacy skills of adults through tutoring and serves as a central resource for literacy services.

school. The majority of the students are American, although some are immigrants learning English as a second language. "Many illiterate adults have learned very well how to hide the fact that they cannot read," explained Lora. "Contacting Reading Connections for help is a very big step for these people. Many are tired of feeling humiliated by their illiteracy and want to learn."

"I had to attend several training sessions to become a tutor, and I was then matched with an adult student based on similar schedules and personal interests," Lora said. She was assigned a 38 year-old man who used to work in construction, but due to a back injury, could no longer work in that field. "Tutors are trained to work closely with students and to help them reach their goals in learning to read," she said. "My student wanted to

improve his skills so he could get a better job, since he could no longer work construction." Tutors commit to work one-on-one with a student once or twice a week for a minimum of a six-month period.

For the past few months, Lora has spent an hour and a half, once or twice a week at the public library working with her student. She spends about 30 minutes preparing a lesson and then another half-hour documenting her student's progress. Each lesson involves reading, writing, learning words by sight, reading aloud and a phonics lesson. Lora has found one exercise in particular to be very successful in helping her student learn — "He tells me a personal story, about something he did in his life or a movie he has seen," she explained. "I then write down what he has told me, in his own words, and he reads aloud what I have written. This helps him learn to identify words that he uses in his day-to-day dialogue by relating them to a personal experience."

Recently, Lora's student decided to take a break from tutoring because of health problems, so Lora will be reassigned with a new student. She says she is willing to tutor two students should her original student decide to continue. "He is so appreciative of the help I have given him, and it is very rewarding for me to see his progress," Lora said of her student.

After working with this student over a period of time, Lora claimed that she developed a very special teacher-student relationship with him. "Most of us don't realize that most illiterate people have had unfortunate circumstances that have contributed to their lack of education. They're not stupid — they're very willing to learn, but many have just never had the opportunity."

United Way serves all kinds of people — not as a charity, but as an aid to everyday living. The money raised in the United Way campaign helps make sure that no one in need is deprived. Your contributions make a difference to many lives.

The Moses Cone Health System's United Way campaign officially kicked-off on September 25 and is well underway. You will be getting more information in your departments about how you can help make a difference.

NCHA Honors Dennis Barry

The North Carolina Hospital Association (NCHA) recently honored Moses Cone Health System President, Dennis Barry with its 1995 Distinguished Service Award. The award is presented each year to a hospital chief executive in honor of the individual's unique service to his or her institution, the health-care field and the NCHA.

"Under his leadership, Moses Cone Hospital has grown into an integrated health system," said C. Edward McCauley, NCHA president. "In addition, Mr. Barry has served various national, state and local health-care organizations — as a board member of both NCHA and the American Hospital Association, and as chairman of SunHealth Alliance, which represents more than 200 hospitals nationwide."

Barry is a life member of NCHA and currently serves on the association's policy development committee. He served on the association's board of trustees from 1977 to 1979 and was chairman from 1978 to 1979. The NCHA is a professional trade association representing 142 hospitals and health networks in the state.



▲ NCHA President C. Edward McCauley, left, presents the Distinguished Service Award to Dennis Barry

Executive Notes

Over the last several issues of *Viewpoint*, I have discussed in this column how and why we organize our annual Objectives into the categories of Cost, Service and Outcome and have emphasized how thinking of our Objectives in these terms serves to improve our quality and efficiency. In this issue, I will highlight our Objectives for 1996, and in the October issue of *Viewpoint* I will share the results of our efforts to attain our Objectives for 1995.

The future health-care economic environment will place continued pressure upon hospitals and physicians to produce high quality patient care, but at lower costs. Private and public insurers force lower costs by reducing our payments. Private insurers accomplish this by negotiating contracts with reduced rates and public insurers by cutting Medicaid and Medicare spending for hospital services. Our challenge is to continually improve our management of patient care throughout the health system by streamlining our processes and integrating our services. Stated simply, our success will be determined by the degree to which we can improve our efficiency while maintaining our excellence in patient care and patient satisfaction.

Our Objectives for 1996 reflect our efforts to increase the number of patients we serve (which helps to improve our efficiency) and to establish measurable targets for controlling

costs and improving outcomes. A number of these objectives are listed below.

- Hold expenses to an increase of less than 1.25% per adjusted admission.
- Improve the ratio of adjusted admissions per full-time equivalent employee.
- Exceed the following patient/procedure volumes: 4,040 deliveries; 2,024 outpatient surgeries; 6,185 outpatient mammographies and 6,189 outpatient ultrasounds.
- Improve overall patient satisfaction to 92% inpatient and 93% outpatient.
- Organize a Physician/Hospital Perinatal Committee to review the process and quality of Maternal/Infant Care.
- Implement Case Management focusing on High-Risk Antenatal and NICU patients.
- Establish three new clinical pathways for NICU infants.
- Respond to the results of the Employee Opinion Survey with specific plans of action.
- Reduce by two days the length of stay for NICU infants.

Our complete list of Objectives was developed with suggestions from every level of our organization and will be shared with every department.

Jim Whiting
Executive Vice President
The Women's Hospital

Correction:

In the July/ August issue of *Viewpoint*, Martha Royal was misquoted in the "Day in the Life" story. She was quoted as saying 15 percent of Environmental Services employees have a perfect attendance record, when the correct percentage should be 31 percent.

What's in a Name?



MOSES CONE HEALTH SYSTEM

Organization Acquires New Name and Logo

As employees, physicians and volunteers of Moses Cone Health System, we play an important role in our community. For more than 40 years, the families and businesses of central North Carolina have depended on us for accessible, affordable and compassionate medical care. As times have changed and our community's health-care needs have grown, so has our commitment to delivering a comprehensive array of medical services to meet those needs.

Our growth is a reflection and fulfillment of the needs of our growing community and the mission of our organization. But because our services and locations have grown beyond the four walls of our flagship hospital at 1200 North Elm Street, the legal name of our organization, **The Moses H. Cone Memorial Hospital**, no longer reflects the full spectrum of the services we offer.

After careful consideration of our growth, the needs of our community, our mission, history and future, we have a new name, **Moses Cone Health System**. As of September 7, 1995, **Moses Cone Health System** officially replaced *The Moses H. Cone Group of Health Care Services*. A new, single logo has been designed as a representation of the personal and expert care we

The Women's Hospital of Greensboro

deliver. This logo will replace the familiar "W" that has been used for The Women's Hospital and also Moses Cone Hospital's logo. A single corporate logo will strengthen the recognition of our organization by identifying us as a single group of diverse services, and it will reinforce the clinical and program plans already in place. Implementation of this new identity will also save costs by streamlining the production of print and other communications materials.

It is important to remember that our name has not changed completely. The name of our organization was selected more than 70 years ago when the Cone family first envisioned the need for the health services we now deliver. Moses Cone remains our namesake, and we are guided by the founding principles of our organization: that all residents of central North Carolina deserve a lifetime of affordable, convenient and compassionate care.

So what's in a name? For **Moses Cone Health System**, our integrated system of services, our dedication to the total health of our community and our commitment to the future of health-care delivery.

New Time Collection System Will Replace Time Sheets

This fall, employees in certain work areas will turn in their time sheets — for good. A new computer system will replace the current time sheet system, which requires staff to calculate hours worked and time off. In a pilot study which begins October 1, the organization will install time collection stations. The terminals will record and calculate important payroll information with the "swipe" of a card or with a telephone call.

The new system, called KRONOS Automated Time Management and Reporting, eliminates the hassle of completing and storing time sheets. Using their namebadge, which has a special bar-code, employees will be responsible for swiping the badge through a designated terminal at the beginning and end of each shift. Telephone entry will also be available for employees in work areas with no terminal. Each pay period, the system will automatically convert hours worked, paid annual leave time, shift rates, etc. to total hours and report the information to Payroll.

During the first quarter of FY 96 (October

through December 1995), the organization will test the system in the Central Nursery and Mother/Baby Unit. After the pilot program is complete, other departments will gradually be added, and all employees will receive training on this new system. Although every work area will not have a time collection station, every employee will have access to the system. For instance, staff in areas with only a few employees may use a telephone to check into their designated area.

The new system will also help managers better track time information, such as attendance and timeliness, and improve consistency in recording time throughout the organization.

The two task forces responsible for implementing this system — the Technical Task Force and the Management and Training Task Force — will share additional information about the new time collection system in future issues of *Viewpoint*.

The Women's Hospital Offers New Gynecological Oncology Program

The Women's Hospital began offering a gynecological oncology program in May 1995, headed by Dr. Daniel Clarke-Pearson, Chief of Gynecological Oncology at Duke University Medical Center. Dr. Clarke-Pearson has a sub-specialty in Ob/Gyn cancers and will act as a consultant for the gynecological oncology clinic, which is held on Tuesdays at The Women's Hospital.

This new program provides comprehensive care and total management for patients suffering from cancer of the uterus, ovaries or cervix. This service allows patients complete care in their community rather than traveling to Duke, Bowman Gray or Chapel Hill for treatment. "The program has been very successful thus far and physicians within the community are glad to have an expert available to treat these types of patients," explained Dr. Clarke-Pearson. "Having this service really enhances patient care, bringing it to a higher level."

Dr. Clarke-Pearson shares his duties in Greensboro with a fellow gynecological oncologist from Duke, Dr. John Soper, alternating weeks in the clinic. Both physicians provide on-site consultation and management for patients with these conditions and are

available to assist in the operating room or perform surgery when needed. They collaborate with staff medical oncologists and radiation therapists, working closely with Dr. Halperin

at the Moses Cone Regional Cancer Center.

Nancy Wilkinson, RN, MSN, Clinical Nurse Specialist in the Medical/Surgical Unit, works with Dr. Clarke-Pearson and Dr. Soper and acts as the on-site program manager for patients utilizing this program. "What's nice about this service is that patients from smaller, rural communities can receive treatment here rather than going to a larger center where they may feel overwhelmed," Wilkinson said. "They can receive more personalized care here, since we focus solely on women's health."



▲ Dr. Clarke-Pearson demonstrates how to use a colposcope, which detects cancerous cells, to Nancy Wilkinson, RN, MSN, Clinical Nurse Specialist.

Dr. Andrew Davey Joins The Women's Hospital



▲ Dr. Davey reviews charts with NICU staff Lindy Heath, RN, Norma Spencer, RN, Lucille Welborn, Equipment Tech, and Peggy Cecil, Secretary.

Dr. Andrew Davey has joined The Women's Hospital as a staff neonatologist. Prior to joining The Women's Hospital on July 1st, Davey spent three years as a staff neonatologist at Carolina's Medical Center in Charlotte. He completed his residency at Bowman Gray School of Medicine in General Pediatrics and went on to do his fellowship in Neonatology at the University of Rochester Strong Memorial Hospital in New York.

Davey has special research interests in meconium aspiration, a lung disease that affects full-term infants, and also extensive experience in high frequency ventilation. He will also work closely with the Physician Extenders program and will serve as coordinator of the Neonatal Research Group.

Originally from Raleigh, Davey is happy to be back in the Triad — his wife Katherine is a native of Greensboro. He and his wife are busy renovating a 70 year-old home in Greensboro and spending time with their three children, L.K., 8, Elizabeth, 5, and Marshall, 3.

Employees Enjoy A Day At



More than 3,000 Moses Cone Health System employees came out to Emerald Pointe on September 10 for the annual Employee Picnic. Children and adults alike enjoyed a variety of activities including watterrides, bingo, volleyball, sand dancing and a cook-out.



▲ 1



▲ 2



▲ 3



▲ 4



▲ 5

Emerald Pointe



▲ 6



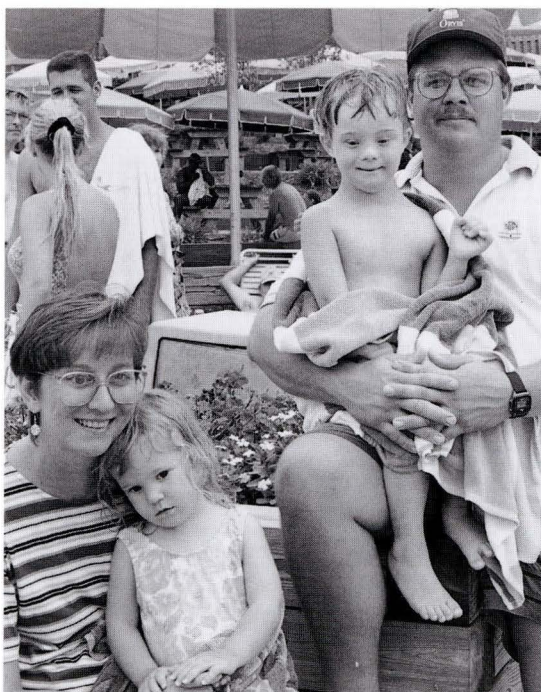
▲ 7



▲ 9



▲ 8



▲ 10



▲ 11

1. Gerri Watkins, *Environmental Services*, and her husband, Sherman
2. Laura Hinson, daughter of Terri Burleson, *Perinatal Education*
3. Dr. Grandis', (*Director of OB/GYN Services*), daughter, Ashley
4. Fran Tuohy, *Anesthesia and Employee Council President*, and her husband, Jack
5. Kay Newman's, (*Nurse Manager, Medical/Surgical Unit*), daughter, Ariel and grandson, Cameron
- 6,7,8. Jim Whiting's, (*Executive Vice President*), children, Tyler, Paige, and Kara (front)
9. Amy Spenski, RN, *NICU*, (right) and her baby & Sharon Hick, RN, *NICU*.
10. Tina Hunsucker, *Director, Neonatal Nurse Practitioners*, (bottom left), daughter, Emily, son, Daniel and husband, Mark.
11. Pat Stramoski, RN, *NICU*, (middle) and daughter, Katie, (left) and step-daughter, Terry.

Teens Spend Summer Volunteering



While most teenagers spend their summer vacations at camp or hanging out at the community swimming pool, 28 Guilford County teenagers donated their time volunteering at The Women's Hospital. Through the summer teen volunteer program, girls and boys ages 14 - 18, have the opportunity to work in a variety of hospital settings, while learning about careers in the medical field. Teen volunteers spent six weeks assisting in the Mother/Baby Unit, NICU, Admissions, Maternity Admissions, Women's Education Center, Information Desk, Neonatal Medicine, Ob/Gyn, AICU, Nutritional Services, and with the car seat rental program and the antenatal cart.

◀ Lindsey Sanders and Jennifer Farmer demonstrate car seat placement for new parents.

1995 Teen Volunteers:

Srikala Basavaraju
Katie Bonkemeyer
Nadia Charguia
Jessica Cupito
Heather Donovan
Alvesha Fairley
Jennifer Farmer
Mary Kate Ferry
Ashlie Flack
Clara Forbes

Kim Graves
Ashlie Green
Lori Ann Hoppensteadt
Jonathan Kelly
Kristen Kirschner
Melissa MacKenzie
Jennifer Pagliei
Priscilla Pagliei
Amy Phillips
Meredith Rhoades

Lindsey Sanders
Tabitha Shephard
Angie Smith
Alexis Stephenson
Jennifer Stuman
Ashley Taylor
Melissa Wilson
Jennifer Wyatt

Safety Tip

FOR EMERGENCIES, CALL 6888

In the event of an emergency, 6888 is a dedicated phone line at the operator's desk that will obtain immediate assistance for medical emergencies and for reporting fires and other urgent problems. Although the operator can be reached by dialing "0," please do not call this line during an emergency situation because the operator's calls are stacked and assistance is slowed.

Lost & Found

Please call 6504 to report a lost item or inquire about found items.

Lost

1. Tan leather wallet
2. Nursing Excellence pin
3. Gold Seiko watch

Found

1. Black onyx bracelet
2. Black bedroom shoes
3. Watch & blouse
4. Child's white bracelet
5. Black purse
6. Diamond ring
7. "Batman" belt
8. Gold/silver watch w/leather band
9. Black Armitron watch
10. Engraved ink pen

Newsnotes

Chapel Redesign Complete

The interior of The Women's Hospital chapel has recently been completed, with the help of funds raised by the Auxiliary. "The goal for the redesign was to create a meditative environment for patients, family and staff," said Carolyn Boyd, Chaplain, The Women's Hospital. In order to create this atmosphere and add focus to the room, an altar table, a wall tapestry, and a flower arrangement were added. Martha Duncan, auxiliary volunteer, has spent the past few months helping Boyd with decorations for the chapel and designed the beautiful flower arrangement herself.

Even before the redesign was finished, the chapel has been used regularly for a variety of services, including wedding services, baptismal services, service of blessing, and memorial services. It is also used for meditation and seasonal services.

If you have not had a chance to view the new interiors, please stop by and take a look.

New Ethics Program Designed for Employees

A new ethics education program, "**Decisions**," will be offered beginning in November. Sponsored by the Moses Cone Health System Ethics Committee, this program encourages participants to address the difficult questions in ethical dilemmas they often encounter when caring for different patient populations.

At this one-day seminar, a series of topics will be presented by members of the Ethics Committee, and The Women's Hospital staff including Penny Blake, Kay Newman, Jeanmarie Koontz, Marie Moseley, Dr. Drew Davey, Dr. Bill Hickling, Terry McConnell, Bob Hamilton, Tina Hunsucker, and Kay Hagan, JD. Classes will be held on November 2, 7, 9, 14, 28 and 30 from 9 a.m. - 4 p.m. in The Women's Hospital classrooms. CEU's are awarded to Nursing through the Nursing Education Department, and AHEC Category 2 CME's are awarded to physicians through AHEC and The University of North Carolina at Chapel Hill.

Ethical dilemmas to be discussed:

- **Maternal Fetal Conflict** — *A pregnant woman who abuses cocaine*
- **Issues of Informed Consent** — *Pregnancy in a mentally handicapped woman*
- **Weighing Benefits and Burdens** — *A tiny newborn*
- **Decision Making in Hard Cases** — *Determination of death in a newborn*

To register, call Connie Brantley, Ethics Committee Secretary, at ext. 7968. Class seating will be limited to 25 participants. For more information, please contact either Bob Hamilton, ext. 7950, or Tina Hunsucker, ext. 6508. ■

Auxiliary Update

The Special Events Committee of the Auxiliary has planned several activities for the volunteers each month throughout the year. In September, volunteers will attend a mandatory in-service on Crime Prevention/Personal Safety, and in October, volunteers will begin making Christmas stockings for babies born in December.

Dee Dee Fulton, Louise Macintosh and Ginger Penley, Director of Volunteer Services, will represent the Auxiliary at the North Carolina Society of Hospital Volunteers/Auxilians annual conference in Raleigh on September 25 - 27. Alice Maddox, Gift Shop Manager, will attend the Vendor Mart on the first day of the conference.

Items bearing The Women's Hospital's new logo are now available in the Gift Shop, including t-shirts, sweatshirts, baseball caps, coffee mugs and sipper cups.

Halloween and fall sweaters and t-shirts have also arrived in the Gift Shop — quantities and sizes are limited, so be sure to get yours early. Christmas sweaters, sweatshirts, and t-shirts will again be available in the Gift Shop in the next few months.

Calendar of Upcoming Auxiliary Events:

October 20	Gold Sale
November 3	Christmas Open House in the Gift Shop
November 9	Uniform Sale
December 1	Poinsettia Sale

GOLD...
GOLD...
GOLD...

Need a holiday
or birthday
gift or want to
just treat
yourself?

Don't miss the Auxiliary's first gold sale on October 20 in Classrooms 1 and 2 from 7 a.m. to 4 p.m. A diamond cluster ring will be given away as a door prize! Checks, Visa and MasterCard will be accepted and payroll deductions will be available for qualified employees.

Satisfaction Between Departments Important To Customer Service

Meeting each other's needs within our organization as we seek to serve others is an important part of the *QualityPlus* program. Satisfaction between departments is key to our ability to meet the needs of the patients and physicians we serve.

In April of 1995, an interdepartmental survey was conducted throughout the Moses Cone Health System. The purpose of this survey was to determine each department's key internal customers, measure their satisfaction, and to put into place an action plan to address those needs which are not being met. Each department was given a package of surveys and asked to select their top customer departments to be surveyed. Individual departments also had the option of developing their own questions specific to their department to be included with the survey.

The goal for the FY95 interdepartmental survey was 90.0%. Results show a system-wide improvement rating from 87.25% in FY94 to 91.8% in FY95. Each division rose as well, with all divisions reaching over the FY95 goal. Departments which fell below 90% were asked to provide their vice president with an improvement action plan.

Twenty-six departments at The Women's Hospital were surveyed. Several smaller areas were combined and a few departments were excluded as not having internal customers. The median score for The Women's Hospital was 93.7%, an increase since FY94, and all 26 departments scored in the 85-100% range.

Many departments use the results of these surveys to identify both the areas where they are sufficiently serving their customers and those where they need to make improvements. According to Donnie Williams, Director of Plant Operations, this measurement of other department's opinions of their services is very important. "We are a very service-oriented department and we want to do anything possible to help

our customers, whether they are other departments, individual employees, visitors or patients," he said.

Donnie said that Plant Operations selected Mother/Baby Unit, Labor & Delivery, Medical/Surgical Unit and Admitting as their key internal customers, although this department actually serves every aspect of the hospital in keeping equipment maintained, installing new equipment, responding to crisis situations and providing hospital security. "Fortunately, my employees have a very positive, service-oriented attitude," Donnie said. "We all try to fulfill every request we get whether it is installing a new phone line or simply helping a visitor with car trouble."

"We also try to respond to every request within the same day it is requested," Donnie said. "Sometimes we are unable to respond in a timely manner, but we always try to find an alternative. The bottom line is to keep the customer happy."

The Personnel Department is one area of the hospital that is, almost solely focused on serving employees' needs. Becky Hunnicutt, Director of Personnel, said, "The Interdepartmental Survey was very beneficial for us to track, how we were doing in satisfying employees' needs." She explained that she thought her department was doing well until the results of the 1994 survey showed that employees were not satisfied with the timeliness of Personnel questions being answered. "Once we began giving employees a time-frame for when we would have an answer to their question, our results for 1995 improved a lot," Becky said.

"I hope this survey has helped other departments as much as it has helped us," Becky said. "I believe this survey is a good tool for departments to see both their strengths and weaknesses in serving other areas of the hospital."

TQM Team Updates

IV Charge Recovery

The IV Charge Recovery team has completed their work and their solution of bundling supply charges has saved \$378,884 per year for both campuses.

Nursing Station Noise Levels

This team's improvements resulted in the hospital's nursing units being rated in the upper 90th percentile among similar hospitals.

Same Day Surgery

Improvements in preadmission time (cut by one hour), OR turnover (down to 14 minutes), and post-surgery discharge timing were achieved. The team also created and implemented a same day surgery option.

Reduce NICU Infant Heel Sticks

Currently, this team is conducting a 30-day pilot solution involving a multi-disciplinary communications tool. If successful, this would be expanded to the whole unit.

Satisfaction with Meals

This team is in the final stages of completion and is finalizing process changes in menu completion, retrieval of menus and filling out daily menus.

Nursing Unit Receipt of External Calls

Causes and associated solutions of the excessive amount of external calls per department are being finalized.

Managers help staff develop career paths

While it is up to each employee to take charge of his or her own career, Moses Cone Health System managers also play a key role in career development. Managers act as *coaches*, encouraging employees to create and pursue career goals. They serve as *appraisers*, providing staff with honest, considerate and specific feedback. For example, if an employee applies for a transfer but is not considered as the best qualified candidate, it is important for the manager to explain why he or she was not selected for the position.

No matter how productive or committed an employee is, not everyone can become president or CEO. There is always a greater supply than demand for upper management positions. But managers can act as *advisors*, helping employees set realistic goals and chart their career path. They can also serve as *referral agents*, steering employees to the right resources and appropriate opportunities as they arise. Most importantly, managers can also act as *mentors*

taking the time and effort to train individuals within the organization.

A manager has access to many pieces of information to help him or her in this vital role. These include organizational charts, typical career path information, turnover statistics for certain positions and job specifications for various positions. Managers can also increase job satisfaction by encouraging employees to further develop skills within a certain position. This may include project team assignments or mentoring employees in areas in which he or she is an expert.

In addition to manager guidance, Moses Cone Health System offers several programs to help employees explore career changes and seek promotional opportunities within the organization.

This is the fourth article in a series on career development. Stay tuned for actual accounts of how employees have benefitted from these programs in upcoming issues of Viewpoint.

Making Rounds

PRIZES... PRIZES... PRIZES...

Any employee who contributes to the 1995 United Way campaign is eligible to register to win the following prizes:

Two plane tickets anywhere in the Continental U.S.

Luxury Weekend Getaway Trip — choice of mountains or beach options

Cordless Phone with Answering Machine

19" Remote Color TV

20" Remote - Stereo TV

4-Head Stereo VCR

26" Mitsubishi TV

Hewlett Packard Deskjet 600 Printer

JVC 6 Disc Portable CD Changer

\$50 Gift Certificate to Four Seasons Town Center

Department: Respiratory Therapy/EKG/EEG

Reported by: Jackie Fulp

Congratulations to **Bill Ricketts**, RRT, who graduated from the Bowman Gray P.A. program in August and will be leaving to practice at Forsyth Pediatric Association in Kernersville. We will miss you!

Department: Operating Room

Reported by: Wendy Bass

Welcome to **Kelly Younts**, RN, and **Karen Griffin-Carter**, ST.

Department: Mother/Baby Unit

Reported by: Kathy Lawson

Please congratulate **Lydia Monk**, RN III, on the birth of a baby girl on August 3 and **Linda Nash**, RN II, on the birth of a baby girl on August 21.

Department: Public Affairs

Reported by: Eileen Kerr

Susan Gerson has been promoted from Secretary II to Public Affairs/Volunteer Services Coordinator.

Department: Medical Records

Reported by: Sam Ore

A big welcome to **Shelia Greene**, Clerical Assistant I, **Linda Stalvey**, Birth Registrar, and **Andrea Smith**, Clerical Assistant I, who recently transferred from Cone.

Department: Personnel

Reported by: Marcia Thomas

Please welcome the following new employees: **Sharon Ward**, Nursing Technician II, Maternity Admissions; **Tamera Lewis**, RN II, AICU; **Lora Dishman**, Nursing Technician I, Medical Surgical Unit; **June Fletcher-Slade**, Radiology Technologist; **Anita Gregory**, RN II, Birthing Suites; **Karen Sofia**, Physician Extender, OB/GYN Medicine; **Sharon Reid**, Nursing Technician I, Medical/Surgical Unit; **Paula Walker**,

Nursing Technician I, Medical/Surgical Unit; **Corey Pandolph**, Pharmacy Tech;; **Christine Riley**, RN II, Birthing Suites; **Michael Ervin, MD**, Junior Faculty, OB/GYN Medicine; **Tracy Johnson**, RN II, Birthing Suites; Barbara Williams, Environmental Services Technician; **Tyra Warren**, Environmental Services Technician; **Brenda Belgrove**, RN II, Birthing Suites; **Karen Griffin-Carter**, Operating Room Technician; **Linda Stalvey**, Birth Certificate Registrar, Medical Records; **Juliana Davies**, Nursing Secretary/Monitor Tech, Medical/ Surgical Unit; **Quay Pretlor**, PBX Operator, Communications; **Shelia Greene**, Clerical Assistant I, Medical Records; and **Gwendolyn Cook**, Environmental Service Tech.

Please congratulate the following employees on their recent promotions: **Ted Cheresnowsky**, Medical Technologist, Laboratory; **Lisa Combs**, Certified Histotechnician, Laboratory; **Portia Kelley**, Food Service Technician II, NICU; and **Tanya Toshumba**, Clinical Nurse Coordinator, Birthing Suites.

The following employees have recently transferred from Moses Cone: **Tracy Johnson**, Birthing Suites; **Karen Holmes**, Laboratory; **Marjorie Mayberry**, Dietary Services; and **Deborah Woodward**, Physical Therapy. ■

James R. Whiting

Executive Vice President

The Women's Hospital of Greensboro

Eileen Kerr

Director of Public Affairs

Cristi Phillips

Editor

Lori Snyder

Contributing Writer

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**The Women's Hospital
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