

## Superior Facility and Skill Make AICU Top Notch

*Critical Care: Responding to an emergency situation at a moment's notice*

*Critical Care: Meeting the emotional needs of patients and families*

*Critical Care: Working from a background of experience, enthusiasm and dedication*

Only a small percentage of patients, those with a critical status, will come in contact with this critical care staff, yet their experience, skill and dedication help make the Adult Intensive Care Unit (AICU) an integral part of The Women's Hospital's success. Day in, day out, the nurses and staff of the AICU use their superior skill and dedication to save lives.

To work in a critical care environment, nurses must undergo advanced training beyond their R.N. licensing — usually in the form of an intensive orientation or internship. ICU nurses receive training beyond basic critical care skills and are specially trained in the procedures and monitoring skills that are necessary in the unit. All are ACLS (Advanced Cardiac Life Support) certified, which allows the nurses to respond to codes and direct codes until a physician gets there. "This additional training enables us to handle any crisis situation," explained Becky Quate, RN, AICU Nurse Manager. "Usually, in the AICU we don't see that many code situations, but we are prepared and have the necessary skills if an emergency situation does arise."

Ten nurses and nurse technicians staff the unit and bring with them years of experience and training, many having worked in critical care units at large hospitals such as Moses Cone Hospital, Baptist Hospital and Carolina's Medical Center in Charlotte. For example, Becky Quate holds an MSN as a clinical nurse specialist in critical care and has previously worked in Neurological ICU/ACU at Moses Cone, and as a clinical nurse specializing in diabetic care. Deb Stanford, RN, and Kelli Tillman, RN, have both worked in ICU at Moses Cone for several years, and Katy Cheatwood, RN, was previously a Surgical ICU nurse before transferring to the AICU. Tammy Lewis, RN, who currently serves as an AICU relief nurse, has worked in various intensive care units and served as an assistant nurse manager at The Carolina's Medical Center. Paige Grady, RN, spent four and a half years in Neurological ICU at Baptist Hospital, and Linda Lewis brings more than 15 years nursing experience to the unit, previously having



▲ Linda Lewis, RN, and Shawanna Bass, NT, prepare a monitor in an AICU room for an incoming patient.

worked as a respiratory therapist at Baptist Hospital. Completing the AICU staff are three nursing technicians, Vicki Barlowe, Sharon Reaves, and Shawanna Bass, who are all state certified and have experience working in various units in a variety of hospital settings.

"With such a wide variety of nursing and critical care experience, the AICU staff is capable of handling all types of patients," said Becky.

The AICU itself comprises four private patient rooms, each with the most advanced cardiovascular, hemodynamic and respiratory monitoring equipment available. Using the HP Merlin Monitoring system, with an eight-channel monitoring capability with multi-colored display, the AICU has the capability for complete hemodynamic monitoring including continuous arterial blood pressure monitoring, O<sub>2</sub> saturated monitoring, three-channel EKG monitoring and swan ganz catheter monitoring in each patient room.

A 24-hour, in-house anesthesia consulting service was recently added, which allows anesthesiologists to provide consultation relating to all types of cardiovascular and respiratory problems. Physicians who perform surgeries on patients with health problems who may require an ICU stay, such as patients with cardiac problems or elderly patients with complications, now have the availability of an experienced consultant in-house, 24 hours a day should a problem arise. One of the

*(continued on page 2)*

## Executive Notes

Fiscal year 1995, which ended on September 30th, was a successful year for our hospital. We improved our patient satisfaction, began several new programs, increased our admission and outpatient volume, and controlled our direct expenses. In short, we came close to meeting all of our objectives that we established for 1995, and in the remainder of this column, I'll highlight some of those successes.

- One of the major challenges we faced was to convert normal, vaginal deliveries to a 24-hour post-partum stay, a program initiated by various private insurers and a reduction in Medicaid payments. The success of this program can be measured by a reduction in length of stay for normal vaginal deliveries of nearly 20 percent since January 1, 1995, when this effort began. It should be noted that we were able to achieve this reduction in length of stay while increasing the number of deliveries to 4,102 — a 5.7 percent increase over 1994.
- Our Stereotactic Breast Biopsy Program and Gynecologic Oncology Program both began in the Spring of this past year. The Stereotactic Breast Biopsy equipment enables us to diagnose specific cases of breast cancer without surgery, therefore at a lower cost, while our Surgical Program and Gynecologic Oncology Program offers a level of expertise that some patients were previously required to leave our community to attain.
- Another area of service in which we made significant improvements was patient satisfaction. We met our stated goals for improving daily room cleaning, temperature of food, receiving the meal that you ordered, satisfaction with weekend nursing, quality of information received from physi-

cians, and the courtesy of our Business Office staff. Two areas, while showing satisfaction score improvement, that did not achieve their goals were quality of food and the time physicians spend with patients. We are continuing to work on both of these goals.

- In the areas of reducing costs and improving volumes, we also made substantial gains. Some of the highlights are an increase of total admissions of 2.5 percent, a decrease in patient days of 2.6 percent, growth in inpatient surgery of 4.2 percent and outpatient surgery of 5.4 percent, an increase in procedures for X-ray, ultrasound, and mammography respectively of 4 percent, 7.3 percent, and 47.3 percent and an increase in the NICU average daily census of 3.1 percent as compared to fiscal year 1994. Quality Improvement Teams were responsible for a reduction in non-salary expenses in the NICU and Labor and Delivery Units in excess of 10 percent.
- Other significant accomplishments are the two-year plan for refurbishing each floor of the hospital, introduction of employee photo IDs, replacement of our CT scanner, and the design and implementation of our corporate logo and name change. A substantial portion of our accomplishments is due to the work of our quality improvement teams, and in my next *Viewpoint* column, I'll highlight the activities of these teams.

Congratulations on a successful year! Your hard work and commitment, on behalf of the women and infants of our community, are greatly appreciated by all.

*Jim Whiting*  
Executive Vice President  
The Women's Hospital

## Superior Facility (cont'd)

(continued from page 1)

staff anesthesiologists, Dr. Frank Hatchett, and Dr. Kyle Jackson, continually checks on patients in the AICU and consults with physicians on a daily basis, providing patients with a continuity of care that was harder to achieve with the former method of paging the consultant on-call.

"A lot of our patients need a continuity of care that was harder to provide before," Dr. Hatchett said. "When I see a patient every day, I can better monitor her condition."

Typically, patients with pre-term labor situations are treated in AICU as well as post-surgical and post-delivery patients who have had complications. "We see a lot of patients with pregnancy-induced hypertension and other high-risk pregnancy patients," Becky said. Many post-surgical patients are brought to AICU, ranging from those who have had Cesarean sections to those who have had a complete hysterectomy due to cancer, to those with underlying complications such as diabetes or heart disease. They also treat elderly patients, many of whom have underlying cardiac problems. "The new 24-hour consulting service is especially helpful for older patients who need to be monitored closely for hemodynamic stability

within the first 24 hours after surgery," Quate said.

Because the AICU often responds when a patient has complications, the staff works closely with other areas of the hospital. "Part of our role is to act as a resource to the hospital," said Kelli Tillman, RN. "Whether it's responding to a code situation or collaborating in a plan of care."

While their technical skills allow them to provide the best possible care for their patients, it's the human element that sets the unit apart. Providing education and support for a patient's family is also an integral part of critical care nursing. Family members are permitted in a patient's room as much as possible, depending on the patient's condition. "If family members want to participate in a patient's care, we encourage this and teach them the necessary skills," Becky said.

Becky emphasized that AICU nurses know that taking care of a patient's emotional needs is as important as monitoring their vital signs. "Getting to know a patient is very important," added Linda Lewis, RN. "Understanding a patient's emotional concerns is an equal priority in knowing how to treat them." ■

# Women's Education Center Begins New Programs

With so much emphasis on healthy lifestyles and disease prevention, women want to learn all that they can to modify their lifestyle to protect their health. The Women's Education Center has been a source in the community for this information through a variety of programs designed to provide women with the information they need and want. The *Women's Health Matters* series of programs, seminars, and half-day workshops are offered annually on a wide range of topics such as breast cancer, nutrition, self-esteem, parenting and menopause.

In October, The Women's Education Center began a new series of programs covering subjects as diverse as single parenting, nutrition and exercise, skin cancer, managing stress and depression. Three special half-day Saturday workshops are also planned this year, featuring women, exercise and nutrition in January; women and self-nurturing in February and one focusing on reproductive and gynecological health in March.

Two new programs were also implemented this year — "Peak Performance," an ongoing nutrition series for women in their 30's, 40's and 50's, and "The Midlife Woman's Program: Renewing the Zest," designed for the woman who desires to know all she can about the physical and emotional changes at midlife.

"Midlife has historically been a time that a woman moves through in silence and has often been viewed as a negative process," said Peggy Matthews, Director of The Women's Education Center. "The Midlife Woman's Program attempts to change this behavior, showing women that midlife can be an exciting as well as challenging time in their lives." Peggy describes midlife as a second "adolescence," where women are experiencing many changes in their bodies and are questioning many aspects of their lives. To aid women who are going through these changes, the Midlife Woman's Program incorporates several components including an individual assessment, a one and a half-hour Midlife Woman's Seminar and an optional series of seminars entitled, "A Vibrant Healthy Body," "Body and Soul" and "Demystifying the Food Maze." The program will be offered

## The Women's Education Center 1995-96 Programs

### 1995 Dates Topics

November 1 . . . . . Coping as a Single Parent

November 11 . . . . . New Adventures: Pregnancy and Parenthood (1/2 day program)

### 1996 Dates Topics

January 11 . . . . . Women and Risk Taking: What's Stopping You?

January 13 . . . . . Women, Exercise and Nutrition Seminar (1/2 day program)

January 23 . . . . . New Tactics for Tantrums (a program for parents)

February 3 . . . . . Saturday for Me - Time Out: For Me, Myself and I (1/2 day program)

February 6 . . . . . Parents are Lovers Too

March 2 . . . . . Reproductive Health and Gynecology Seminar (1/2 day program)

March 12 . . . . . Nutrition 101

March 26 . . . . . Stress: Keeping it in Balance So That You Win

April 9 . . . . . Testing Limits

April 11 . . . . . Growing Up and Liking It: Girls and their Moms

April 23 . . . . . The Bad Things Women Do in the Name of Good Skin

June 27 . . . . . Hormone Replacement Therapy: Making the Best Decision for Me

July 25 . . . . . Managing Depression: Recognition, Treatment and Hope

August 7 . . . . . Caring for Aging Parents

August 27 . . . . . Getting your Child to Sleep through the Night (program for parents)

September 10 . . . . . Having a Healthy Pregnancy

September 17 . . . . . Women and Holistic Health

September 24 . . . . . Conquering Fatigue

*For more information, call 574-6697.*

twice this year, once in the fall and again in the spring.

A pilot session for this program was held earlier this year, and the fall session is already underway. "Women enrolled in the Midlife Woman's Program get the opportunity to share experiences about menopause and receive accurate information regarding their health at this special time in their life," Peggy said.

Another outlet for information is the Women's Health Library, located on the first floor, directly across from the Women's Education Center offices. The library is stocked with books, journals, and audio and video tapes on women's issues, and is open to employees as well as the public. The library also includes an Infotrac computer, which can pull up journal articles and lists of books on almost any topic.

Both the *Women's Health Matters* programs and the Women's Health Library promote a philosophy of information and continuing education about ourselves. "Gathering information about ourselves and our bodies gives us power to maintain good health," Peggy said.

## Take Five With Us

### The Women's Hospital To Celebrate Five Years of Caring for Women and their Children

#### *A Preview of Our Fifth Anniversary Events*

This year marks the fifth anniversary of The Women's Hospital and to commemorate this milestone, a variety of events and activities will be held for employees and the public during the first week in November.

- **Thursday November 2** - a press conference will be held from 11 am - 12 pm where members of the media will receive information on the hospital's statistics for the past five years, our accomplishments, new programs and research done by the NICU, information on new capabilities in stereotactic breast biopsy and ultrasound, and a presentation on the Regional Cancer Center, including our new gynecological oncology program. A tour of the NICU is also scheduled directly following the press conference.
- **Friday, November 3** - Employees can celebrate our fifth anniversary with a special party from 2 - 4 pm in Classroom 2; third shift will be served at midnight.
- **Saturday, November 4** - The annual Neonatal Intensive Care Unit reunion will be held from 1:30 pm - 4:30 pm on the back patio

and lawn of the hospital. In addition to all of the graduates of the NICU, 200 children born during the first week of November each year since 1990 will also be invited to the reunion in honor of our fifth anniversary. Children and their families can enjoy games, storytelling, a magic show, face-painting, cake and other refreshments, and have their picture taken with "Zimba the Lion."

- **Saturday, November 11** - A half-day program on parenting will be offered for the general public as part of our fifth anniversary celebration. "New Adventures: Pregnancy and Parenthood" will be held from 9:00 am - 1:00 pm at The Women's Hospital and is designed for women and their partners who are planning a pregnancy, expectant parents, and parents of newborns, toddlers or pre-schoolers. Each participant can choose to attend three presentations as well as visit the special exhibits. Speakers from The Women's Hospital staff will cover such topics as "Dads Deliver Too," "Working Parents' Survival Guide," "Safe, Rattle and Roll," and much, much more. There is an \$8 registration fee per person (\$12 per couple), which covers materials and refreshments. For more information or to register, call 574-6606.

## New Organization Name and Logo Reflect Changing Management of Healthcare

*A new name, a new symbol, a new way of delivering care.....*The way we deliver healthcare is changing. That much we know. But exactly what changes will occur and how they will affect us, both short and long term, is not yet clear. In the town meeting that was held September 7, President Dennis Barry outlined some of the expected changes. One important trend he discussed is the emergence of integrated healthcare delivery systems. These systems help providers manage patient care across a continuum of services, including care delivered in both inpatient and outpatient settings.

The organization's new name, **Moses Cone Health System**, better reflects this broader role. "We are much more than a hospital," Barry said. "We want the community to understand that the organization's many entities and services represent an integrated system of healthcare services."

Barry explained to more than 100 employees, volunteers and physicians from The Women's Hospital that the organization's new name and symbol are a part of a long-range plan

to prepare the organization for the major changes in healthcare delivery in the future. The vehicle driving these changes, he said, is managed care.

Once associated with health maintenance organizations (HMO's), managed care now includes a variety of plans — all shifting control from healthcare providers (hospitals, physicians, etc.) to payers (employers, government, health insurance plans, etc.). By controlling how healthcare is delivered, payers hope to better control healthcare costs. This challenges providers to devise strategies to provide superior care at the lowest possible cost.

One way providers can deliver more efficient, cost-effective care, Barry said, is by creating provider networks. Partnering with other providers gives hospitals and physicians collective strength to face healthcare changes. This pooled strength enables providers to reduce costs and maintain or increase quality. Some Moses Cone Health System partnerships include the Behavioral Health PHO (physician hospital

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## Newsnotes

### We're PALS for United Way — 1995 Campaign Exceeds Goal

A big thank you to all employees who helped make the 1995 United Way Campaign a success. Moses Cone Health System employees raised \$262,000, exceeding our goal of \$194,000.

A special highlight of the campaign this year was the Car Wash, which raised an additional \$555 system-wide. Members of Management Council seemed to have a good time “splishing and splashing” while washing employees’ cars on both campuses. Participants enjoyed a free car wash and lemonade, and in return made contributions to United Way.

“I think the car wash and prize incentives really boosted morale this year in raising money for United Way,” said Jack Upton, Associate Director of Support Services at Moses Cone Hospital and United Way Steering Committee Chair. “Our contributions will help hundreds of families in need right here in Greensboro, which is the most important issue of the United Way Campaign. We’re neighbors helping neighbors and all of us in the Moses Cone Health System have surely shown where our hearts are.”



▲ Jim Whiting, Executive Vice President, The Women’s Hospital, shows his support for United Way by washing employees’ cars. “It was fun for Management Council to do something nice for employees that benefitted United Way as well,” Whiting said.

### Auxiliary Update

Get into the holiday spirit by attending the Auxiliary’s second annual Christmas Open House in the Gift Shop on Friday, November 3, from 6:30 am - 4:00 pm. To decorate your home, the Gift Shop is featuring a Yuletide Village, collectible Santas, wreaths, lighted trees, welcome mats, pillows, ceramic angels, and “walking, talking Santas.” Employees and volunteers can receive a 25% discount on all Christmas items, as well as enjoy hot spiced cider, cookies and door prizes.

Mark your calendars for the second annual Poinsettia sale set for Friday, December 1, from 10 am - 3 pm in the ground floor lobby.

Need a new uniform? The next Uniform Fair is scheduled for November 2. A special thanks to Ginny Lehan for her continued coordination and dedication to these sales.

### Latham Chosen as One of “Great 100 Registered Nurses”

Vicki Latham, RNC, MN, was recently selected as one of North Carolina’s “Great 100 Registered Nurses” for 1995. Latham was chosen by a committee of registered nurses from among nominees representing 70 counties in North Carolina. The 100 recipients were selected for their outstanding professional abilities and commitment to improving healthcare in their communities. The award is given annually to individuals who present a positive, professional image of nursing.

Latham received her bachelor’s degree in nursing at UNC-Chapel Hill and her master’s degree in neonatal-perinatal nursing at Emory University, Atlanta. She began her nursing career as an intern in The Moses H. Cone Memorial Hospital’s Nurse Intern Program and became a staff nurse in labor and delivery in 1984. This fall she will complete the Community-Based Nurse-Midwifery Education Program (CNEP) of the Frontier Nursing Service. While studying for her degree in midwifery, Latham has worked as an administrative coordinator and registered nurse in the Birthing Suites at The Women’s Hospital. She is completing her clinical training at the Carolina Birth Center in High Point.

### Tutors Needed

The Caesar Cone Elementary School is seeking tutors for one hour, once a week between the hours of 8:30 am - 2:00 pm. As many as 80 individuals are needed for tutoring in all subjects, but especially for students who have English as a second language or those who are otherwise challenged in terms of their success in elementary school. Please contact Bob Newton, Vice President, Financial Services at Moses Cone Hospital at ext. 7800 for more information.

## TQM Team Helps to Improve Ordering & Cancelling Process in NICU

The TQM Team focusing on reducing the number of duplicate and/or non-cancelled orders for NICU patients has recently completed their work. Led by Tina Hunsucker, Director, Neonatal Nurse Practitioners, and facilitated by Ella Edwards, Administrative Director, Laboratory, this team recently made their final recommendations to reduce the number of duplicate and/or non-cancelled orders for NICU patients for services from the Laboratory, Radiology and Pharmacy.

"Through our research, we found that there were extra procedures being done in NICU that weren't really needed," explained Tina Hunsucker, team leader. "This was resulting in additional costs to both patients and the hospital, and also extra employee time." According to Tina, the team used the 12-step process to analyze and find the root causes of the problems and to then make their recommendations for solutions.

The team looked at the Laboratory, Radiology, and Pharmacy departments individually to determine why there were so many duplicate and/or non-cancelled orders for NICU. They found some of the root causes to be similar, but some were specific to that particular department. Root causes were identified as:

- open ended orders for Lab, Radiology, and Pharmacy
- no standardization of practices for ordering and canceling
- procedures for cancelling orders not uni-

form for various shifts

- timing of Pharmacy fluids being made and Lab results returned were not coordinated.

"We didn't realize how involved the process of ordering and cancelling is," Tina said. For example, babies in NICU have orders for Radiology to perform a chest X-ray everyday while they are on oxygen. However, after a baby has been taken off oxygen, X-rays are not needed that frequently, but because the order was open-ended, Radiology still came to NICU to perform the procedure every day.

A main problem they identified involved employees on different shifts and in different departments using a different method for ordering. As a result, one of the team's most important recommendations involved each department developing guidelines for a uniform way of performing these procedures. Another significant recommendation involved the standardization of what was ordered by the NICU medical team.

While working on this team, Tina saw some overlap with two other TQM teams involved with making improvements in NICU. "One of the tools we used to evaluate lab and pharmacy procedures was recommended by the Reducing NICU Infant Heel Sticks Team," she said.

"Most of the members of our team had never been on a TQM team before," Tina noted. "I think we are all more aware of what everyone in each department does — it was definitely a learning experience for us."

## New Organization Named...

(continued from page 4)

organization) and the Eagle Group, a network of primary care physicians.

Regionally, Moses Cone Health System has joined forces with High Point Regional Hospital and Carolina Medicorp, Inc. (Forsyth Hospital) to form a Regional Health Alliance. This partnership will help each health system provide and create more efficient, cost-effective services for the people of our region.

Managed care growth as well as proposed Medicare and Medicaid funding cuts will have a significant impact on tomorrow's healthcare system. Barry outlined some of the challenges that we as providers face:

- developing successful integrated health-care delivery systems

- managing care by reducing costs and improving quality

- increasing market share
- maintaining financial strength
- surviving the transition

"A lot of providers won't be up for these challenges," Barry predicted. "I think we are."

*Dennis Barry's presentation, "Moses Cone Health System: Who we are, where we're going," is available on videotape through Learning Together, a video series for Moses Cone Health System employees. To reserve a Learning Together kit for your next staff meeting, call ext. 6506. Videotapes are also available for overnight viewing from the Medical Library, ext. 6878. ■*

## Employees Take Charge of Their Own Careers

Moses Cone Health System offers many opportunities for employees who want to develop their careers: career counseling, transfer policy, educational loans and supervisor support, to mention a few. While these resources exist to help staff, it's up to each employee to initiate career movement and develop his or her own career.

In a *Forbes* magazine article entitled, "Choosing a Career — the Agony and the Ecstasy," one person said, "During my first five years in the work force, I probably read 10 different self-help books. That taught me one thing — I had to figure out for myself what I wanted to do."

Many employees within the Moses Cone Health System did just that and were successful in advancing their careers.

**Jim Canada**, Plant Operations Manager, began his career in 1986 as an electrician in Plant Operations at Moses Cone Hospital. Throughout his nine years with Moses Cone Health System, he has worked in Plant Operations on both campuses, taking advantage of the hospitals' many promotional opportunities and transfer policies.

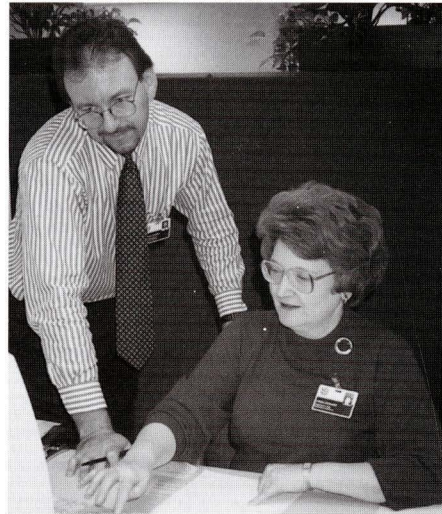
While working at Moses Cone, Jim actively sought out opportunities for advancement, so when a position became available in Plant Operations at The Women's Hospital, he utilized the transfer policy. "Because of the smaller size of The Women's Hospital facility, electricians receive more diverse training," Jim said. When a management position became available, he had the necessary training and experience, and was promoted to his current position as Manager in January of this year.

**Don Conrad**, Supervisor, Admitting, started working at Moses Cone Hospital in 1987. Since that time, he has been promoted several times, from Registration Representative to Financial Counselor to his present position as Supervisor in Admitting.

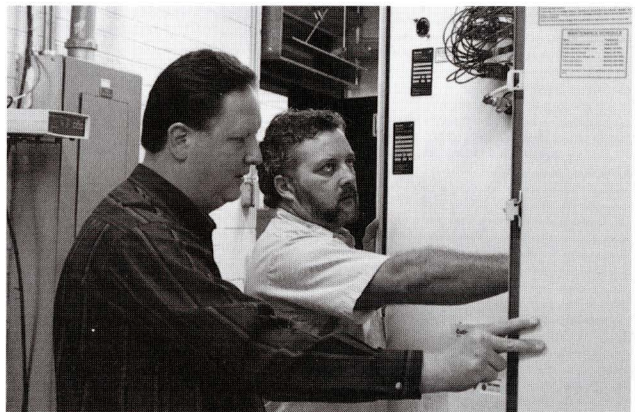
In order to develop his career, he took advantage of the Educational Assistance-Loan Program offered to Moses Cone Health System employees. "I reached a point in my career where I felt like my options were limited and I needed additional education to progress," he said. Through the help of this program, Don was able to go back to school to take business and hospital administration courses. He also served as Employee Council President at Moses Cone, which helped him improve his leadership and organizational skills.

Don also took advantage of the transfer policy and when a position opened that sparked his interest at The Women's Hospital, he applied and was hired. "Now, as a supervisor, I encourage my employees to take advantage of the hospital's career development programs," Don added. "Career counseling and education open up many options for employees, which in turn enhance their work for the hospital and themselves."

*This is the fifth career development article in a series. The next Viewpoint will provide some general examples of the many different career tracks employees can take.*



▲ Don Conrad, Supervisor, Admitting, discusses admitting procedures with Linda Leonard, Inpatient Admitting Representative.



▲ Jim Canada, Manager, Plant Operations, and Kirby Profit, Mechanic III, Plant Operations, check the relay on the medical air compressor, which operates ventilators in the hospital.

## Managers Work Together To Save Costs

Three nurse managers, Susan Mazzella, Specialty Manager, Central Nursery; Judy Webb, CNS, Mother/Baby Unit; Grace Wallace, Nurse Manager, Surgery/AICU/ PACU, and Victor Fischer, Director of Materials Management, recently collaborated on two projects which has saved the hospital thousands of dollars.

They facilitated a year-long trial research project on the soap that is included in the Newborn Admission Kit. After conducting a statewide survey of other hospitals and pediatricians' recommendations comparing our brand of newborn soap with less expensive brands, they found the soap we were using was not the

most cost effective. Switching soaps for the Newborn Admission Kit has saved more than \$8000 in Central Nursery, NICU and Moses Cone Pediatrics.

And their new project? Currently, they are working on making our environment a little safer by eliminating the disposable (non-recyclable) instruments in the circumcision kits, and replacing them with reusable instruments that can be sterilized in the Operating Room. "The result will be more cost effective and save time in handling non-reusable instruments," Susan Mazzella said. "We feel this is a way to conserve the resource of metal components."

## Making Rounds

### EMPLOYEE CRAFT FAIR

Friday,  
November 3

7 a.m. - 5 p.m.

Classrooms  
3, 4, 5, & 6

#### Department: Executive Offices

##### Reported by: Kathy Jarman

Congratulations to **Martha Royal**, Vice President of Support Services, and **Don Shafer**, Staff Anesthesiologist, on the birth of a baby girl, Virginia Royal Shafer on September 26.

#### Department: Pharmacy

##### Reported by: Linda Sells/Becky Campbell

Please welcome **Corey Pandolph**, Pharmacy Technician.

Congratulations to **Delores Hovey-Rankin** and her husband, Matt, on the birth of a baby girl, Emily Carol, on June 26.

**Cathi Shaffer**, RPh. and **Kendra Hiatt**, Pharmacist, recently attended the Neonatal Pharmacology seminar in Atlanta.

**Jim Shaw**, RPh., Assistant Director, was recently accepted to UNCG School of Business. He is currently attending evening classes to obtain his M.B.A.

#### Department: PACU/ICU

We would like to welcome **Susan McClung**, RN, to the PACU.

Congratulations to **Glynis Stanger**, RN, who received her CCRN certification in September.

#### Department: Volunteer Services

##### Reported by: Ginger Penley

Please congratulate **Ruth and Clayton Steed**, Auxiliary volunteers, who were voted Volunteers of the Week by the WFMY Volunteer Center. They will be featured in an article in the *News & Record* and on a segment to air on the *WFMY* on November 1, 1995.

#### Department: Operating Room

##### Reported by: Wendy Bass

A big welcome to **Karen Griffin-Carter** and **Julie Janssen**, surgical technologists.

Congratulations to **Tammy Winfree**, RN, and her husband Dean on the birth of a baby girl, Samantha Jane, on September 21, 1995.

#### Department: Women's Education Center

##### Reported by: Peggy Matthews

Please welcome our two UNCG Social Work interns, **Michelle Sherlin** and **Susann Schmal**, who will be working with us until April 1996.

#### Department: Mother/Baby Unit

##### Reported by: Kathy Lawson

Welcome to **Tosha Dunlap**, NT, **Kristi Norris**, NT, and **Tanya Sandifer**, NT.

Please congratulate the following employees on their recent births: **Lavicia Murray**, RN, a boy on August 30; **Lee Lassiter**, RN, a girl on September 8; and **Linda**

**Nash**, RN, a girl on August 21,

**Marie Sinkiewicz**, RN, recently received her Lactation Consulting Certification.

#### Department: Laboratory

##### Reported by: Micky Henderson

A big welcome to **Joan Dickson**, Medical Technologist with Autologous Program; **Cindy Nemargut**, Phlebotomy; **Karen Holmes**, Phlebotomy; and **Greg Henderson**, Phlebotomy.

**Lisa Coombs**, Histology Technologist, received her ASCP certification in June.

#### Department: Radiology

##### Reported by: Carrie Richards

Please welcome **Katrina White**, RT-R, and **Corrina Harritos**, RT-R, Ultrasonographer.

Congratulations to **Kellie Browning** on her October 12 marriage to Alan Venable.

**Tonya Ivey**, transcriptionist, has recently moved from part-time on weekends to full-time.

#### Department: Inservice Education

##### Reported by: Valeria Pritchett

We would like to welcome **Jennifer Davidson**, Secretary I. She will work in the Staff Education office from 2pm - 6:30pm weekdays.

#### Department: Neonatal Medicine

##### Reported by: Allison DuBuisson

Please congratulate **Katie Hardy**, PA in NICU, and her husband Richard, on the birth of their third child, Isabel, on August 27.

#### Department: Admitting

##### Reported by: Susan Thompson

Welcome to **Kris Saia**, Registration Representative.

Congratulations to **Kelly Hicks**, Registration Representative, on her marriage to Glenn McDonald on September 16. ■

#### James R. Whiting

*Executive Vice President*

The Women's Hospital of Greensboro

#### Eileen Kerr

*Director of Public Affairs*

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MOSES CONE HEALTH SYSTEM

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