



MOSES CONE HEALTH SYSTEM

The Women's Hospital of Greensboro

March/April 1996 • Volume 6 • Issue 2

A Publication for the Employees and Friends of The Women's Hospital of Greensboro

Viewpoint



Jim Whiting, Executive Vice President, presents Fran Tuohy, Anesthesia, with an award recognizing her accomplishments as 1995 Employee Council Chairperson.

I N S I D E

Around the Hospital

- 2 Walk for Someone You Love - Join Teamwalk Piedmont

Managing Care

- 4 Organization Shifts Focus to Continuum of Care
- 5 Managed Care Drives Changes in Health Care

Quality Plus

- 6 Plant Operations/Safety & Security Help Make Conditions Safe
- 7 Strategic Quality Goals Guide Organization Toward Future

Employees Honored at Annual Employee Recognition and Service Awards Banquet

Eighty-four employees of The Women's Hospital were honored at the Annual Employee Recognition and Service Awards Banquet held on February 15, at Koury Convention Center.

Moses Cone Health System employees enjoyed dinner and an awards presentation, featuring guest speaker, Joe Bostic, Guilford County Commissioner and former professional football player. After an introduction and welcome by Dennis Barry, President, Moses Cone Health System,

and Lanty Smith, Chairman, Moses Cone Health System Board of Trustees, 1995 Employee Council leaders were honored. James Whiting, Executive Vice President of The Women's Hospital, recognized Fran Tuohy, CRNA, with a special award for her work as The Women's Hospital's 1995 Employee Council Chairperson.

Donald Currier, Vice President, Human Resources, Moses Cone Health System, presented the service awards, this year with a unique twist -- he told a special antidote about each individual

as they received their award. Several employees at The Women's Hospital were honored with 25 years and more service awards, including Doris Gregory, Birthing Suites, for 25 years service; Mary Hyatt, Birthing Suites, for 30 years service; and Harris York, Central Nursery, for 35 years service.

The evening concluded with a special tribute to Maxine Davis, Nutritional Services, Moses Cone Hospital, who was retiring after 40 years with Moses Cone Health System.

Each year I am more impressed than before with our organization's spirit of giving. Organizations such as United Way, Habitat for Humanity, March of Dimes and many others all benefit from our willingness to serve the community through time and monetary donations. The caring and commitment that is demonstrated to our patients on a daily basis also flows from the job site into our daily lives, which makes a very strong, positive statement to the Triad area.

The March of Dimes, as noted earlier, is one of three non-profit organizations that our hospital, in the role of sponsor, supports through fundraising. We chose to represent the March of Dimes at the request of our workforce and because their mission is aligned with our own - creating healthier babies. The March of Dimes accomplishes its work by funding research (\$26 million annually), promoting public health education (emphasizing prenatal testing, prenatal nutrition, sexually transmitted disease and substance abuse); funding agencies that implement maternal and childbirth programs; providing continuing education for health professionals and

promoting worksite prenatal education programs, such as "Baby and You." Nearly 80 percent of all funds raised go directly to improving the health of babies.

The Women's Hospital, on behalf of Moses Cone Health System, is again sponsoring participation in Teamwalk Piedmont. This event is responsible for raising 85 percent of total funds raised by the Triad chapter of the March of Dimes. Teamwalk Piedmont is held in over 1,500 communities with an estimated 850,000 participants.

I am asking for your participation in this 10 mile walk on April 13, 1996. All that is required is to ask others to donate money while you donate the time to fundraise and walk. Each walker will receive a team T-shirt and is eligible to win prizes based on the amount of money he or she raise.

Please join us for Teamwalk Piedmont - there are few other organizations that so closely match our goal of creating healthy infants and mothers.

*James Whiting
Executive Vice President*

Walk for Someone You Love — Join Teamwalk Piedmont

It's time to put on your walking shoes! The Women's Hospital and Moses Cone Health System are gearing up for this year's Teamwalk Piedmont. Teamwalk Piedmont will be held Saturday, April 13, 1996, and The Women's Hospital needs 80 employees and physicians to join our team in walking to support the March of Dimes. This year's theme, "Walk for Someone You Love," really portrays the mission of this walk — promoting healthy infants.

This year marks the third year The Women's Hospital has participated in Teamwalk Piedmont, and we hope to make this year our most successful year ever. According to Jim Whiting, Executive Vice President, when we were approached three years ago by March of Dimes as a hospital to participate, he felt this was an excellent opportunity to promote infant wellness. "The March of Dimes mission matches exactly what we


are trying to do as an organization — benefit families by promoting healthy babies," Jim said.

There is still time to join The Women's Hospital team. Participants should pick up a sponsor form from Sally Copeland in the Executive Office and then solicit friends, family and co-workers to sponsor them for every mile they walk. All money must be turned in by April 10 to Sally Copeland and walkers will then receive their official team T-shirt.

"There is a lot of community and Triad enthusiasm about Teamwalk Piedmont," Jim added. "It's very fulfilling to be associated with this event as an organization." The day of the event, walkers can join fellow hospital employees at our Women's Hospital booth for a light breakfast. Team members can also show their enthusiasm by wearing their official Women's Hospital Teamwalk T-shirt the day of the walk.

GOLF TOURNAMENT SET FOR MAY

The annual Moses Cone Health System Golf Tournament is set for Saturday, May 4, 1996 at Walnut Woods golf course. The tournament is open to employees and a member of the employee's immediate family or significant other. Cost is \$22 per person which includes green and cart fees. The format this year will be a shotgun start, four-man Captain's Choice and the tournament begins at 8:00 a.m. Lunch will be served and prizes awarded, provided compliments of Employee Council and other generous sponsors.

Interested participants may make up their own team or be matched to a team by the organizers. Non-playing volunteers are also needed to assist with artistic work, registration and scoring. Come out and enjoy the fun — the first 120 players to register will be accepted. Call Maggie Collins, Anesthesia, at extension 6911 for additional information or an entry form. 

Congratulations to Catherine Berkstressor, RN, Maternity Admissions, and her family who had the winning design in the Teamwalk Piedmont T-shirt contest. "We were very pleased with the response to the T-shirt design contest," Jim said. "It was difficult to choose one winner, but I think the winning design ties in well with the overall walk themes and will look great on the T-shirt."

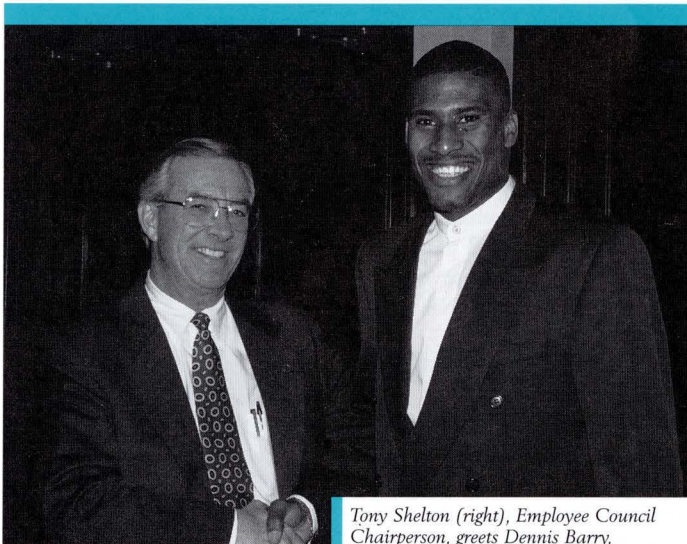
"I hope that a lot of employees will participate or sponsor a walker," Jim added. "I realize that employees already give so much to the community, but there is extra value to Teamwalk Piedmont because it matches our own vision."

Show your support and join our team. For more information or to commit to our team, call Sally Copeland at ext. 6583.

84 Women's Hospital Employees Honored at Annual Employee Recognition and Service Awards Banquet



Jim Whiting, Executive Vice President, presents Sherry Sneed, Radiology Tech Supervisor, with her five-year service pin.



Tony Shelton (right), Employee Council Chairperson, greets Dennis Barry, President, Moses Cone Health System, at the Employee Service Awards



(L-R)Becky Tolbert, RN, Infection Control/Employee Health; Grace Wallace, Nurse Manager, Operating Room; Jane Schrock, RN III, OR, Wendy Bass, OR Tech; and Peggy Hicks, RN III, PACU. enjoy dinner together.

Five Years

Norma Adams
Tanya Matthews
Diane Ball
Patricia Moore
Vickie Barlowe
Kimberly Morrison
Edwina Bass
Maura Nsonwu
James Battle
Patrick Perryman
Carolyn Boyd
Tamera Posey
Margaret Brown
Connie Pugh
Rita Carlos
Carrie Richards
Leigh Ann Darty
Peggy Smith
Martha Easterbrook
Cheryl Sneed
Dee Ann Edwards
Douglas Stanley
Brenda Erdy
Kathy Starrette
Meloney Hairr
Kathy Stephens
Katherine Hardy
Rebecca Swain
Karen Harrington
Michele Terrell
Eileen Kerr
Kelli Tillman
Charles Etta King
Tanya Toshumba
Carolyn Lee
Francine Tuohy
Jeffrey Lynch
Paula Vosburg
Joyce Mabe
Michelle Warren
Joan Manka
James Whiting
Dea Martin

Ten Years

Doris Balog
Nancy Grenon
Timothy Bell
Leanne Jessup
Kimberly Berry
Mary Maynard
Jimmy Canada
Colleen Rhymer
Jenny Clapp
Carolyn Riley
Tanya Corbitt
James Shaw
Sharon Cox
Antoinette Staten
Barbara Davis
Kimberly Vanada
Cynthia Dennis
Lucille Welborn
Jacqueline Fulp
Tammy Winfree
Patricia Glime
Lafleta Woods
Sandra Greene

Fifteen Years

Christine
Galloway
Deborah Grant
Charlene Harvell
Peggy Hicks
Rebecca
Hunnicut
Hope Neese
Martha
Prudhomme
William Rogers
Jane Schrock
Susan Shelton
Yvonne Talbert

Twenty Years

Mildred Hartzfiled
Kathryn Lawson
Barbara Tilley
Becky Tolbert
Gail Whitworth

Twenty-five Years

Doris Gregory

Thirty Years

Mary Hyatt

Thirty-five Years

Harris York

Organization Shifts Focus to Continuum of Care

Managed care is challenging hospitals and physicians to find more efficient ways to care for patients. Managed care, in its simplest definition, is an attempt to manage healthcare costs by controlling how health care is delivered.

One way that many hospitals are reducing costs and improving quality is by creating integrated healthcare delivery systems. An integrated delivery system, such as Moses Cone Health System, offers a full spectrum of healthcare services. These systems help hospitals and physicians manage patient care across a continuum of services, including those services delivered outside the hospital. This enables providers to treat patients in the most appropriate, cost-effective manner possible.

By including a wide range of services and a variety of care settings, physicians and staff can offer the most appropriate treatment and location (inpatient, outpatient, home) to achieve the best possible clinical outcomes.

For example, a head injury patient's progression through Moses Cone Health System's care continuum may look something like this: Following an accident, a patient arrives at Moses Cone Hospital's Level II Trauma Center:

- The physician discovers a head injury and prepares the patient for neurosurgery
- Afterwards, the patient is admitted to the Neuro Intensive Care Unit where the recovery process begins
- Once the patient's condition improves, he is moved to a medical unit to prepare for rehabilitation
- In the Rehabilitation Center's Brain

Injury Program, the patient works to improve functional skills (bathing, dressing, eating, etc.)

- Once the patient can function independently or with minimal assistance, he is discharged from the hospital and admitted to the Rehab Center's Outpatient Program to continue his therapy
- Before the patient leaves the hospital, a case manager or home health agency employee makes a home visit to make sure that the patient's home is safe
- Through the Outpatient Return to Living Program, the patient learns how to readjust to his environment.

Managing a patient from the initial trauma through the entire rehabilitation process is more than just good patient care. This integrated system approach is more efficient and cost-effective which puts the organization in a better position for managed care contracting and other healthcare changes.


"We're trying to maintain that high level of service and that breadth of specialized care on the one hand, but we're also constantly trying to improve the efficiency of that service so that we can move patients out of the acute setting faster and into less intensive, more appropriate setting," explained Jim Roskelly, Vice President, Planning and Development.

Although Moses Cone Health System has many of the necessary elements of service in place to support a continuum of care, we will continue to focus on improving the organizational structure which links services, ensures patient outcomes, and tracks financial and quality performance.

ORGANIZATION, ONCOLOGY PRACTICE MERGE

The physicians of Central Carolina Medicine and Oncology Associates and Moses Cone Health System announced the merger of their cancer services January 12.

According to David McCombs, Executive Vice President, Moses Cone Hospital, the merger is an important step for both groups in meeting the increasing challenges of our changing healthcare market. The union also strengthens the commitment by each group to provide the Triad with the best possible delivery system for cancer detection, treatment and prevention. A new, free-standing outpatient treatment center is also planned.

The Central Carolina Medicine and Oncology physicians are: Peter Ennever, James Granfortuna, Kenneth Karb, Lennis Livesay, Gustav Magrinat, Eric Neijstrom, Brad Sherrill and Murphy Townsend Jr. 

UPCOMING TOWN MEETING
with Moses Cone Health System

President Dennis Barry
"Succeeding in the Transition"

July 22, 1996
1 pm - 2 pm



The Women's Hospital
Classrooms 1 & 2

U P C O M I N G

Uniform Sale

DATES: May 16
August 8
November 7

Managed Care Drives Changes in Health Care

Most of us by now have a pretty good idea of what managed care means. It means change. Its attempt to control healthcare cost force us to change the way we deliver care. Although we're not sure exactly what changes will occur and how they will affect us, we're certain of one thing - tomorrow's healthcare system will look different.

In a town meeting Feb. 12, Moses Cone Health System President Dennis Barry outlined some of the basic trends associated with managed care. Speaking to The Women's Hospital employees, he described the changes which are occurring in our market and other markets across the country.

What is managed care?

Managed care is an attempt to manage the cost of health care. It is any plan or process which seeks to impact the price of health care, the site where health care is delivered or the use of health-care resources.

Historically, if a patient needed a particular service, he or she selected a physician. If the treatment was covered, the patient filed a claim. The insurer then reimbursed the patient for all or part of the service, depending on the coverage agreement. Managed care is different. In a managed care system, the insurer negotiates contracts with providers at a discounted rate. These contracts predetermine who will provide services and what payment the provider will receive. While this arrangement may drive down costs, it limits the patient's choice of providers and controls the amount and type of care that the provider can provide.

HMOs vs. PPOs

There are two types of managed care organizations: Preferred Provider Organizations (PPO) and Health Maintenance organizations (HMO). Both plans attempt to shift the control from healthcare providers, such as from hospitals and physicians to insurers.

PPOs are similar to traditional insurance plans. They offer enrollees a

choice of providers and pay providers based on service. However, PPOs contract with certain providers and pay these providers discounted rates. While enrollees may choose providers outside the PPO, it costs more.

HMOs offer plan participants a pool of providers from which to choose. Enrollees who use these providers pay small co-payments and receive a range of wellness and prevention services. If an enrollee uses a provider outside the pool, he must pay the full expense. In an HMO, primary care physicians, known as "gatekeepers," play an important role in managing each patient's care, including referrals to specialists and hospitals.

While most HMO plans in North Carolina pay providers based on service, a new form of reimbursement is emerging -- *capitation*. Capitation is a system where insurers pay providers a set fee per member per month. Whenever a member requires care, the provider pays for it out of the money already received. In more mature managed care markets, such as Chicago, California and Minneapolis, as many as 40 to 50 percent of patients are enrolled in capitated plans.

Basic trends emerge

As we move from traditional insurance coverage to PPOs, to HMOs and then to HMOs with a capitation component, we are seeing the following trends:

- choice of providers becomes more limited
- out-of-pocket expenses for patients decrease
- focus on efficient, cost-effective care increases
- overall use of high-tech, high-cost services declines
- emphasis on prevention increases

Managed care continues to grow

In the Triad, more than 60 percent of all insured patients are enrolled in a managed care plan. While this number is

lower than the national average, it continues to climb each year. In FY 92, less than 10 percent of all Moses Cone Hospital inpatients were enrolled in a managed care plan. In FY 95, that number rose to 35 percent.

	PPO members	HMO members	Total
Triad	40-50%	21%	61-71%
North Carolina	45%	12%	57%
United States	60%	21%	81%

Impact on providers

As the number of people enrolled in managed care plans increases, providers will see a significant decrease in revenues, number of inpatients and use of specialty services. One way for providers to drive costs down is to transfer patients to more appropriate care settings quickly and use resources more efficiently.

Moses Cone Health System is already doing this, Barry said. For instance, in the first quarter of FY 93 average length of stay was eight days; for the first quarter of FY 95, length of stay dropped 25 percent to six days.

"The future will reward providers who emphasize early detection, prevention and providing only those services which are necessary and appropriate," Barry said. "That's where the healthcare system is headed."

Dennis Barry's presentation on "Managed Care Basics" is available on videotape through Learning Together, a video series for Moses Cone Health System employees. To reserve the Learning Together kit for your next staff meeting, call ext. 8173. Videotapes are also available to view at home or in the Medical Library.

This article is part of an ongoing series on managing healthcare changes. Look for articles relating to these changes in future issues of Viewpoint.

We're Raising the RoofAgain

Take countless nails and loads of lumber, sheetrock, shingles and paint. Throw in hard work, generosity and dedication, and what do you get? A house for Habitat for Humanity of Greater Greensboro and a home for an underprivileged family in our community.

Moses Cone Health System employees and physicians are gearing up to build their second Habitat house. Our first Habitat house, built in 1994, involved more than 500 employees and physicians who contributed money and helped with construction.

To sponsor a habitat home, the organization must raise \$42,500 to build the house and supply work crews and skilled supervision. Habitat provides the land, materials, tools, permits and overall supervision. The Board of Trustees is leading the way with a \$20,000 donation. It is up to employees and physicians to raise the remaining

\$22,500.

Fund-raising efforts are under way. They not only include employee and physician donations but events aimed at building team spirit such as take-out dinners and T-shirt sales.

"Our last Habitat house was a huge success," said Project Leader Rick McKinney, Pharmacy, Moses Cone Hospital. "Employees and physicians worked side by side with Habitat staff and the new homeowners to build more than a house; together we made life a little better for a family in our community."

Employees can donate PAL hours, give money through payroll deduction or



Millie Nassif, Auxiliary Board Chairman, presents Jane Jackson, Laboratory, with \$2500 from the Auxiliary for the Habitat for Humanity project.

contribute cash to the Habitat fund. PAL and payroll contributions will be subtracted from May 2nd paychecks.

For a contribution form, contact Kade Burchfield, Pharmacy, Moses Cone Hospital, ext. 7313. If you're interested in volunteering or have additional fund-raising ideas, call Rick McKinney, Pharmacy, Moses Cone Hospital, ext. 8268.

Plant Operations and Safety/Security

Making Conditions Safe for Employees During Snow Storms

Power outages, icy roads, and freezing temperatures -- these were inconveniences we all had to tolerate during the recent winter storms. Ten employees of Plant Operations and Safety/Security departments risked their own safety in these conditions 12 hours a day during the storms to help make the roads and parking lots around the hospital and the Medical Arts Center as safe as possible for employees.

Whenever there is a snow or ice storm, the staff of these two departments work as snow crews, alternating 12 hour shifts in addition to their regular duties. They shovel sidewalks, salt and sand parking lots and even scrape windshields so employees can get to and from work safely. During a major snow storm such as the two this winter, Plant Operations also contracts with an outside company for additional manpower and equipment for snow removal for the surrounding roads

and parking lots.


Because of the severe nature of the most recent storm, after the parking lots were scraped, the snow melted and froze back over, creating more icy conditions. In this case, the only alternative was to sand the lots because salt is not effective when the temperature reaches 20° -25° and it is also damaging to cars. Plant Operations and Safety/Security employees hand threw a ton and a half of sand and salt on all walkways and parking lots in an effort to make the pavement passable. Even after the snow and ice melted, their work was not over -- they also had to clean up all the sand and salt that was put down during the storm.

Please take a moment to thank Plant Operations/Safety and Security for all of their efforts and extra time they put in during these storms.

Stay tuned for snow safety tips in future issues of *Viewpoint*.

AUXILIARY UPDATE

Spring is in the air, and the Auxiliary's is busy planning their spring events. April is National Volunteer Month, and several events are planned including a Spring Fling Luncheon on April 17 and the annual Volunteer Luncheon with Moses H. Cone Hospital Volunteers on April 25.

We are very excited about the Gift Shop/Volunteer Office renovations which will provide approximately 100 square feet of additional display space. Come by and see the new Gift Shop! 

Strategic Quality Goals Guide Organization Toward Future

Strategic Quality Goals help measure our success in creating the best value for patients, medical staff and employees. These goals focus on three specific areas: service, cost and outcomes.

In the July/August 1995 issue of Viewpoint, we reported the results of our Strategic Quality Goals for the first six months of FY 95. Results for the remainder of FY 95 have been completed, and continue to guide our efforts through FY 98 and thereafter.

Service:

Providing the best value to our customers is one set of the organization's Strategic Quality Goals. Patients, medical staff, employees and other departments were surveyed in FY 95 to determine each group's satisfaction. For inpatient satisfaction, despite not meeting the FY 95 ratings goal, we were at the 95th percentile of our peer hospitals. There was notable improvement in employee satisfaction, rising from 65 percent positive in FY 93 to 77 percent in 1995. Similarly, satisfaction among departments rose to 91.8 percent from a rating of 87.25 percent the previous year. Patient satisfaction scores are determined on each campus, based on campus-specific surveys, and then averaged together to get a corporate rating for each population surveyed. Results of these surveys were distributed individually within departments as well. Some of our customer satisfaction goals include:

	FY94 (Results)	FY 95 (Goal)	FY 95 (Actual)	FY 96 (Goal)	FY 98 (Goal)
Achieving an inpatient satisfaction rating of 90.7%	87.0	88.3	87.1	89.1	90.7
Achieving an outpatient satisfaction rating of 93.3%	89.5	90.4	88.8	91.4	93.3
Achieving a medical staff satisfaction rating of 84%	No survey	82.0	results available fall '96	No survey planned	84.0

Achieving an employee satisfaction rating of 80%	N/A	70.0	77.0	no survey	80.0
Achieving an inter-departmental satisfaction rating of 95%	87.25	90.0	91.8	92.5	95.0

Cost:

Our Strategic Quality Goals compare our charges with similar hospitals and measure our financial strength. In FY 94 and FY 95, we have been very successful in exceeding our financial goals. Some goals include:

	FY94 (Results)	FY 95 (Goal)	FY 95 (Actual)	FY 96 (Goal)	FY 98 (Goal)
Achieving a long-term fund-balance growth of 7.5% per year.	12.4	7.5	9.6	7.5	7.5
Earning a net margin operating (amount of revenue year minus expenses) of 4% or more per year	8.3	5.5	7.5	5.76	4%+ per
Maintaining an AA credit rating	AA	AA	AA-	AA	AA

Outcomes:

In FY 94, we began tracking clinical outcome measures for each of our Centers of Excellence. Setting these measures for most diagnoses is still in the early stages of development nationally.

Several outcomes are being tracked on both campuses. Some of these goals include:

	FY94 (Results)	FY9 (Goal)	FY95 (Actual)	FY96 (Goal)	FY98 (Goal)
Obstetrics -- Cesarean sections as a percent of total deliveries	24.4	24.0	24.4	24.0	20.0
Neonatology -- Mortality of newborns with weight between 500 & 1500 grams as a percent of total births	17.6	18.0	23.6	16.0	15.0
Neonatology -- Mortality of newborns with weight over 2500 grams as a percent of all births over 2500 grams.	.03	.11	.05	.10	.10

The Fifth Annual

WOMEN'S ONLY 5K WALK/RUN MAY 4, 1996

It's time to put on your running shoes! Greensboro's Fifth Annual Women's Only 5K Walk/Run, sponsored by The Women's Hospital of Greensboro, Omega Sports, and WFMY TV, will be held on Saturday, May 4, 1996. The race begins and ends at The Women's Hospital, and the course will run through scenic neighborhoods.

All proceeds from the event will be given to a mammogram scholarship fund at the Breast & Ultrasound Imaging Center at The Women's Hospital. This money will help pay for mammograms for women who may not be able to afford them and who are uninsured. Last year, more than 700 women participated in the race, raising \$5,060 to benefit this scholarship and to provide screening mammograms for 65 women.

With more than \$3,500 in awards and \$4,000 in door prizes, this year's race is bigger and better than ever. To register, interested participants may pick up an application in March at any Omega Sports location or at The Women's Hospital. The registration fee is \$10 for women who register before April 26; after this date, the fee is \$12. The first 500 entrants will receive a free gift.

And don't miss the Women's Expo, on Friday, May 3, from 5:30-8:00pm at The Women's Hospital. A light buffet will be provided for the women who are registered to participate in the next day's race, and participants may pick up their race packets at this time. The Expo is free and open to the public; you do not have to be in the race to attend. Visitors may browse through a variety of health displays, complete a nutritional assessment and cancer risk assessment, and look through the latest in women's athletic wear and running shoes, all on sale for the race.

For additional information, contact Public Affairs at 574-6532.

MAKING ROUNDS

Department: **Pharmacy**
Reported by: **Becky Campbell**

Linda Sells, Pharmacy Tech II, **James Battle**, Pharmacy Tech I, and **Sara Borrell**, Pharmacy Tech I, each successfully completed the National Pharmacy Technician exam in December.

Department: **Women's Education Center**
Reported by: **Peggy Matthews**

In January, the **Women's Education Center** had a total of 932 people registered for programs offered in January and February.

Department: **Radiology**
Reported by: **Carrie Richards**

Please welcome **Wendy Summers**, RT-R, X-ray Technician.

The **Mammography Department** received FDA approval after their recent site visit and were noted for their exceptional follow-up work.

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

We would like to welcome **Cathy Berkstresser**, RN III.

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

A big welcome to **Kelly Lemons**, RN, and **Deann Mebane**, RN.

Congratulations to **Lisa Leoman** on the birth of a baby boy on January 23.

Department: **Patient and Family Services**
Reported by: **Myra Jackson**

Congratulations to **Maura Nsonwu**, Social Worker II, and her husband, Victor, on the birth of a daughter, Adora Grace, on February 12.

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

Please congratulate **Nancy Micca**, Co-Director of Family Support Network, on the birth of a son, Luke, on February 5.

Our condolences to **Gloria Martin**, Secretary, in the death of her father.

Department: **Nutritional Services**
Reported by: **Kent Freeman**

Congratulations to **Carolyn Tickle**, Cook II, who was named Cook of the Week in December. A photo of her beautiful holiday Gingerbread house appeared in *The Times News*.

Department: **Plant Operations**
Reported by: **Patty Jones**

Please welcome **Isaac Lanos**, Security Officer, 2nd shift, who transferred from Moses Cone Hospital Security.

Congratulations to **Robbie Ivey**, who was voted Plant Operations Employee of the Year 1995.

James R. Whiting
Executive Vice President
The Women's Hospital of
Greensboro

Eileen Kerr
Director of Public Affairs

Cristi Phillips
Editor

Viewpoint is a monthly newsletter published by the Public Affairs department of The Women's Hospital of Greensboro. For more information, call 574-6532.



MOSES CONE HEALTH SYSTEM

**The Women's Hospital
of Greensboro**

801 Green Valley Rd.
Greensboro, NC 27408

Non Profit Org.
Bulk Rate
U.S. Postage
PAID
Permit No. 817
Greensboro, NC