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UH hostesses give patients something extra at mealtimes

Hospital patients as well as members of UH's nursing staff have given high grades to the new Patient Hostess Program, a service that has been up and running since April. According to Marsha Baron-Berg, a UH vice president for clinical operations, the program, administered by Food and Nutrition Services, has met both of its goals of providing patients 'service with a smile' and reducing nurse interaction at mealtimes.

"The Hostess Program is a successful attempt by the University Hospital to improve the quality of patient care. The program has improved patients' perception of food-service delivery here," she said.

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'Meal Mates' enables UHers to get involved

A new employee volunteer program is providing UHers with an opportunity to participate in patient care, and at the same time, to feel more involved. 'Meal Mates' was implemented in the Hospital's New England Regional Spinal Cord Injury Center last month. The service, which is targeted towards employees who are removed from patient care, allows employees to feed a patient one meal a week. Volunteers are asked to donate a half hour either at breakfast, lunch or dinner.

Although the program is new, its initiator, Cathy Tracey, R.N., NERSIC nurse manager, said the program has been well-received. 'The employees feel that they want continued on page 3

CENTRAL ARTERY:

Getting ready for the 10-year dig

The largest transportation project in the United States today, Boston's Central Artery/Third Harbor Tunnel project, will impact hundreds of thousands of area commuters, including many UH staff and employees, during the next 10 years. However, state officials have said that traffic will not be the nightmare many people envision.

The $4-billion undertaking by the state Department of Public Works will replace the six-lane elevated section of the I-93 Central Artery with a new eight- to 10-lane road, mostly underground, between the Southeast Expressway and Charlestown. In addition, it will extend the Massachusetts Turnpike to Logan Airport via a seaport access road passing through commercial land in South Boston and a four-lane tunnel across Boston Harbor.

The project will affect many of UH's 2,200 employees, 72 percent of whom commute either via private vehicles or by carpool. Project officials are hoping the Hospital's number of employees who currently utilize public transportation, 22

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Commuter Aid: A comfortable option for UH and neighbors

A Commuter Aid Program for Boston University Medical Center employees and employees of surrounding businesses will allow people to save on commuting time, alleviate stress and cut automobile expenses once it is in place.

The service, co-sponsored by the University Hospital Human Resources Department and Caravan For Commuters, Inc. continued on page 2
Artery

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percent, will increase over the next several years, as well as the percent who use other modes of transportation, such as biking or walking. More than 175,000 vehicles currently jam Boston’s aging Central Artery, more than twice the number it was designed to handle when it opened in 1959.

“The project is designed to keep traffic moving both during and after construction,” said Project Spokesperson Mary Hill.

In June, DPW Project Manager Martha Bailey held an informational session at UH with members of the Newmark-Businessman’s Association, a local group of South End business owners that includes the University Hospital. Bailey outlined the specifics of the project.

During construction, engineers will use two tunnel engineering methods: cut and cover, which requires digging a trench, building tunnel sections on land, and then transporting them to Boston Harbor and lowering them into place. One of the biggest concerns about the project, the flow of traffic during construction, has been addressed by management consultants Heidt/Purcell/Brinckerhoff (HPB). Hill said, HPB, who has built subway systems throughout the United States, including the Harvard Square Red Line, has devised the following system to keep traffic moving and to mitigate the effects of construction:

• Keeping open all lanes of the existing elevated Artery until the new underground lanes are open.
• Maintaining pedestrian and automobile access beneath the elevated Artery.
• Establishing special “bus-only” roads to help keep trucks and other construction vehicles off residential streets. Hill said the project will keep traffic moving on the Southeast Expressway, a main travel route for UH commuters, so that drivers will not divert to local streets.

Increasing MBTA as well as other transportation services. Hill said project officials would be working with larger employers, such as the University Hospital, in order to get its support for after-hours modes of transportation as van pools and flextime. Currently, the Hospital offers 20 percent employee discounts for MBTA passes.

Soliciting input from affected neighborhoods throughout planning and construction phases.

Project construction is expected to begin in 1990. Bailey said. Completion of the third harbor tunnel is slated for 1994 in 1996, the underground Artery is scheduled to open. The existing elevated Artery will be dismantled by 1998.

Commute

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of Boston, is expected to be in operation early this fall, said UH Employment Relations Coordinator State Sprague. It will provide a comfortable, efficient and economical vanpool for all those who wish to participate in the program. The joint ride-share program will assist BUMC personnel in starting commuter pools, using new vans equipped with air conditioning, AM/FM stereo, comfortable seats and reading lights. The vans will be parked in off-site reserved spaces in front of Parking Lot C for $24 a month, $120 per person expense. Regular vanpoolers could receive as much as a 10 percent reduction on their col­ lision and property damage in­ surance.

Commute meetings planned

Hospital personnel in­ tended to serve the last month, and UH Security has asked that everyone abide by the closing regulations. UH Security has been the site of the Atrium Pavilion, and Stoughton Street now is the primary receiving site for all Boston University School of Medicine receiving area.

To ensure safety, the staff and employees of the Univer­ sity Hospital have been prohibited from entering the Hospital and Medical Center property through the School of Medicine receiving area. Edwin Steadman, director of UH’s Department of Security and Telecommunications, said personnel should enter the Hospital through the Atrium Pavilion, Evans Lobby, Doctor’s Office Building, Pinson Pavilion or Talbot buildings.

Vehicular access to the site will be supervised by un­ manned remote. Under the control of the Medical Campaign Police. The gate will be operated electronically and in process of being opened or closed, will be opened by the black dress pants, white shirts and gray vests for men.

Meal Mates

continued from page 1

to do some quick research on the patients and they are thrilled that they have this oppor­ tunity. A two-hour orientation program was held last month and the program’s first recruits, and more orientations are planned for the future for new volunteers, Tracey said. More information, contact Tracey at 698-6673.

UH helps to restore Medicare funding to state budget

UH staff and employees, along with employers from other Bay State hospitals, launched an aggressive campaign last month to push the state government to honor its commitment to provide a $50 million Medicare funding shortfall that was originally pledged to the hospitals upon the passage of the four-month-old universal health-care bill.

In early July, in an attempt to remedy almost a $500 mil­ lion state revenue shortfall for fiscal 1988, and to pare the way for slower spending in the current fiscal year’s budget, legislators had said the $50 million was supposed to compensate for cuts made in the Medicare budget on the na­ tional level.

Governor Michael Dukakis’ decision to reinstate a portion of the funds was a good measure of how effective your action was on this matter.

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ISEC students can reach their potential with a little help from their friends

To an outside observer, the students of the University Hospital's ISEC School may not seem like typical middle schoolers. Wheelchairs, gastrostomy feeding tubes and a total dependence on others makes them seem different from "normal" children. When it comes down to it, however, ISEC School Community Liaison JoDoherty, LCSW, believes "his kids" are the same as children without disabilities. "ISEC serves for Intervention and Stimulation for Exceptional Children. They have the same spirit and life force," he said, "and they know when they're being spoiled or accepted." The children's most common characteristic, he said, is their ability to give and receive love as children without disabilities.

Established in 1974, the ISEC School is a private day program for children and adolescents with severe mental and physical handicaps. Located in the Solomon Carter Fuller Mental Health Center, it is operated by the University Hospital, where the school employs an individualized, standardized curriculum combining education, medicine and therapy. Its goal is to help its 29 students become independent while teaching them how to enjoy life. Since all of the students, aged three to 22, live either at home or with foster families, an important element of the school is to integrate the youths with other children without disabilities. As community liaison, Doherty is responsible for this integration.

Interaction is key

Throughout the school year, Doherty brings the students to various Boston schools, where they can interact with other youths their age. Doherty said he and his students have been very well received at the neighboring South End Blackstone School. He pointed out that a good relationship has developed between the groups in the past year. "The students at the Blackstone have really opened up to us. They're not afraid to be honest and they're not afraid to walk away if they get bored," he said.

Along with visiting children in other schools, the ISEC students participate in a host of other activities, including attending Red Sox games and taking trips to the Boston Children's Museum. Last year, the youths were treated to a performance at the University's Acorn Pavilion featuring the New England Conservatory Brass Quintet.

Rewards of his job are many

Doherty said he finds that he knows when they're being rewarded, "The kids get bored," he said. "I'm not afraid to walk away if they get bored," he said.

A CARING TOUCH—ISEC School's Jo Doherty takes a moment to give some TLC to student Mark "Spuds" Bruso.

his job. "There is something that I get from those kids. Maybe it's their attitudes. They're willing to work and they never give up," he said. About their families, he noted that, "Most of them are so committed. They may not have a lot of money, but they have a lot of love and they work hard to give their children what they need."

Perhaps the greatest "reward" Doherty can recall to date was his relationship with Alphi, who died of renal failure last Christmas at the age of 14. Three years ago, Doherty, then a state-employed recreational therapist at the Fuller Center, met the ISEC students during one of their normal swim sessions. Because they piqued his interest, he said, he wanted to get to know them and went began visiting their classrooms.

Doherty met Alphi, then a 12-year-old who had severe psychomotor retardation since birth, and became attached to him almost instantly.

The two shared many special moments together, including a visit to a Boston's WBCN radio station, where they met station personalities. Tank and his disc jockey Charles Leslie, and sat in on a live broadcast. During the course of their visit, Doherty said Tank and Leslie didn't do much to get out of their way to make Alphi feel comfortable. "They treated him like any other kid his age," he recalled. "He liked that.

COMMUNICATION EXCELLENCE
Tackling a common workplace problem
By Lynn Gaertner

Communication is an issue in all large organizations: Employees, managers and administrators typically complain about the quality and amount of communication in the workplace. They also search their heads about how to remedy the situation.

Here at the University Hospital, we are doing more than searching our heads. Our training program, "Communicating Excellence," is a commitment to help us to communicate better. Last spring, 25 supervisors from nine departments completed the course, which was held for all three Hospital shifts. This falls, supervisors along with managers and non-supervisory employees will be asked to participate in communications training specifically for them. All programs for ISEC School visitors will include role plays and discussion.

During the course, ISECS will be taught the three building blocks of "Communicating Excellence": maintaining or enhancing self-esteem of the person and when we praise solving problems.

Sincerity, feeling, respect

We can maintain or enhance the self-esteem of the person we are communicating with when we are sincere and specific, when we attack the problem rather than the person and when we praise people's efforts. We are following the second principle when we acknowledge both the content and feeling of a person's message. For example, let's say that a co-worker complains, "I've been looking for that list for two hours!" The response, "In this folder," acknowledges the content, but not the feeling. An empathetic response is "I'm sorry you couldn't find it. How frustrating for you. I wonder how I can help you in this folder." In acknowledging the third principle, we show respect for another person's ability to contribute by tapping all of our resources and helping people to develop by encouraging them to find solutions.

This fall's training for supervisors will consist of five, five-hour sessions on such topics as helping an employee to improve performance and work habits, holding productive staff meetings and communicating written reports. In four, two and one-half hour sessions, training for non-supervisory employees will cover one-on-one interactions, handling conflict and communicating with one's supervisor. A program for managers will introduce the principles of communication and focus on coaching super-

A CAREER CONNECTIONS
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This fall's training for super-

FIRST DAY JITTERS—Boston Technical High School students, part of a summer employment program, listen attentively during a "Training and Development" orientation program held on June 1. More than 20 inner-city students are getting a taste of the health-care field working in 11 UH departments.

Bid process allows UHers to move upper career ladder

On her first day at her new post in the Section on Surgical Critical Care, Valerie Wilson had to stop herself from answering the phone the way she had the last year and a half: "Good morning, Department of Medicine." Formerly a receptionist with that department, Wilson moved into a medical secretary position in Surgical Critical Care after successfully bidding for the job through the Hospital's Human Resources Department.

Wilson said the job posted in Human Resources and decided to go for it," she said, because of the challenge it presented. Although she enjoyed her former job and the people she worked with, she said she became "locked into" the position. One of her primary responsibilities now is compiling operational notes from a dictation program. Wilson's job is to coordinate medical Terminology, a program offered by Training and Development.

Keyboarding class kicks off this fall

The Department of Training and Development will hold 20 sessions of Introductory Keyboarding, beginning Tuesday, September 6, in Talbot 206. Classes will meet on Tuesdays and Thursdays from 3:30 to 5 p.m. To register call Phyllis, x8576.

The University Hospital August 1988

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Can't give blood? Then get your buddy involved!

During the month of August, the University Hospital Donor Center, in conjunction with the UH Department of Laboratory Medicine Blood Bank, will sponsor a contest in recognition of "Blood Buddy Month," and a special donor day on August 24 for employees who work evening or "all-hour" shifts. The "blood buddy" contest is geared toward the UHers who are unable to donate blood themselves, but encourage them to get their friends and family to donate. The "buddy" who brings in the most new donors during the month will receive a $50 dinner for two at a Rebecia's in the Back Bay.

Earned time for donors

The special donor day is an attempt to encourage donations from those employees who work during hours when the blood bank is closed. On the 8th, the Donor Center will open at 6 a.m., rather than its normal time of 9 a.m. In addition, coffee and danish will be provided for this special early-morning day, and all donors will receive four hours of earned time for their donations. If you have any questions or would like to schedule an appointment to give blood, call the donor center line 24 hours a day at x7855, or leave a message during office hours.

For those who are unaware, the year you were born, your blood now has expanded donor hours for either walk-in donors or those

Dietary: George Bush's, than David Stakian, Richard Cannon, a former New England Regional Spinal Cord Injury Center patient, reports that the new patient-oriented "Blood Buddy" program, which delivers patient care from destinations throughout the hospital, has been well-received since its implementation in May.
Quality Care: ‘Not enough accolades’

Quality Care is a feature that will appear in Connections from time to time, highlighting the satisfaction of a patient, former patient or a family with the service received at the University Hospital. The following letter was sent recently to UH President J. Scott Abercrombie Jr., M.D., by a patient’s father.

This is just a short note to express my thanks for the outstanding care and attention that my son, Gordon, has received at your fine hospital.

The phlebotomist, nurses and aides, as well as all of the attending surgeons and other medical staff, have been so understanding and helpful.

There are just not enough accolades to be emitted in regard to the quality care he has been given.

You, along with your entire staff, are to be congratulated for your efforts. Thank you so much and please relay my appreciation to the personnel on Atrium 3 and Atrium 7.

Sincerely,
Gordon E. Garvey

New Affirmative Action leaders: We need wide representation

Home Medical Service Senior Nurse Coordinator Gloria Bowen-Daise, R.N., M.Ed., and Employment Manager Tina Lawson were appointed recently as co-chairpersons of the Hospital’s Affirmative Action Committee.

In their role as chairpersons, both women are looking to beef up committee membership, which currently consists of about 15 employees. Lawson and Bowen-Daise said they feel the goals of the committee will be reached only if all Hospital departments are represented.

Over the course of the next year, the group will be working closely with Human Resources to develop educational workshops and seminars for all minority employees.

Spotlight winner Marcia Lowry gives her time to women with eating disorders

People who suffer from eating disorders mistake an emotional hunger for a physical one, according to August’s Spotlight Award Winner Marcia Lowry of the Department of Training and Development.

A UH training instructor for three years, Lowry has a special interest in the field because she has recovered from an eating disorder. The 25-year-old volunteers 20 hours a month at Anorexia Bulimia Care, a resource and referral center in Lincoln. Her association with the organization dates back to 1980, when she first joined as a member.

Today, as an assistant group leader and member of the center’s Speakers Bureau, Lowry’s role is primarily that of counseling women who suffer from either or both types of eating disorders.

Anorexia and bulimia typically affect women who are depressed, hard working and often described as ‘over-achievers,’ and caring people, said Lowry, who holds a bachelor’s degree in psychology.

They also think about food all the time. The women who Lowry counsels are between the ages of 18 and 40, and are attempting to cross a bridge between not knowing themselves and becoming more independent.

The center uses a variety of methods of treatment. “We help people try whatever works,” she explained. During counseling, Lowry tries to make women see that their food problems are symptoms of other emotional problems. However, she added, “I can’t tell a person what to do. I’m not there to take away a person’s problems, rather I’m there to show alternatives.”

The goal of treatment is to make women understand and accept their self-worth. Lowry, who also staffs one of the center’s crisis hotline telephones on Saturdays, said she gets back from her work as much as she gives. “I find it satisfying to know that I’m helping these women get to the other side of that bridge. I think that I benefit others by showing them that they can do it too.”

Lowry would like to obtain her master’s and doctoral degrees in counseling psychology. Eventually, she said, she would like to operate a center similar to Anorexia Bulimia Care. Currently she is assistant to the director.

If you would like to nominate a fellow employee for the Spotlight Award, contact Gloria Shapiro, R.N., Nursing, x7500. All nominees must have been employed by UH for at least one year.

Marcia Lowry

AFTIRMATIYE ACTION CO-CHAIRPERSONS Lawson, (left), and Bowen-Daise.