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Boston University
Holiday party set for new Dining Pavilion

The University Hospital's brand new Dining Pavilion on the second level of the Atrium Pavilion will "debut" as the site for the Hospital's annual holiday party for all employees on Wednesday, December 21, from noon to 4 p.m.

The afternoon will feature a holiday dinner buffet, music, dancing and door prizes.

Employees will receive tickets in their payroll checks prior to the party.

See you there, and bring your dancing shoes.

6 UH'ers named Black Achievers

Six Hospital employees have been named as UH's 1989 Black Achievers and will serve as role models to Boston school children in the upcoming year.

Francisco Tolentino, Laboratory Medicine; Janice Janey, Surgery; Gary Miller, P.A., Home Medical Service; Adrian Polk, Inpatient Financial Services; Paulean Allison, Dietary, and Olga Jones, R.N., of Nursing will be honored along with other Black Achievers in the Greater Boston area at a banquet on Wednesday, January 18, at the Marriott Hotel, Copley Place, Boston.

The six were chosen for general excellence in their fields of interest as part of the Hospital's fourth year of participation in the Black Achievers Program. Through the program, achievers are matched with Black inner-city high school youngsters to serve as mentors. Each achiever must fill a minimum commitment.
Employee Giving Campaign nearing 1988 goal of $75,000

The Hospital's 1988 Employee Giving Campaign, which this year features the UH Child Care Fund, totalled more than $72,000, or 97 percent of the Campaign Executive Committee's $75,000 goal, as of the deadline date, November 14.

The $72,612.33 raised already has exceeded the $67,000 that was raised in 1987, according to Campaign coordinator Deborah Heath-Maki of Development. The funds raised will benefit not only the Child Care Fund, but also the Hospital's U-Help Fund and the United Way of Massachusetts Bay.

Black Achievers continued from page 1

As of November 14, contributions totalled $36,428.95 for the United Way, $19,335.34, U-Help Fund, and $16,684.94, UH Child Care Fund.

To date, 1,080 people, donating $67.23 as an average individual amount, have participated in the 1988 drive. More than 30 prizes, including trips for two to Jamaica and Santo Domingo, have been awarded.

A complete listing of Campaign contributors who won prizes will be printed in next month's Connections.

Free counseling continued from page 1

All sessions must be made by appointment only. To contact the counselors, call x7888 and ask for either of the two women, leaving your first name and telephone extension at which you can be reached. All contacts will be confidential.

Don't let stress distract you

Stress—what is it and how do we combat it? This month, a panel will attempt to answer these questions.

Don't let stress distract you

Study team launches review of UH operations

UH President J. Scott Abercrombie, M.D., has announced the implementation of a Hospital-wide review of operations and productivity to help UH meet its goal of providing quality health care in a competitive market well into the 21st century.

The review, by the internationally known firm of Touche Ross, will assist UH in evaluating its operations in the wake of important changes in the economic climate of the health-care industry. The review is a natural extension of several Hospital-wide efforts to adapt to these changes, including the Length of Stay reduction efforts and a multi-media campaign aimed at increasing public awareness of the Hospital.

Abercrombie explained the review at a special meeting for Hospital administrators, managers and supervisors in the Koecher Auditorium on Wednesday, November 23.

As you know, the key to achieving fiscal stability in the current regulatory and reimbursement climate is to increase admissions while reducing length of stay," Abercrombie said. "To complement the overall Length of Stay reduction efforts, we are working with Touche Ross to examine how we can improve the ways in which we operate.

While the review will define how the University Hospital compares operationally with other hospitals with similar size and purpose, it also will focus on the special nature of UH's mission and take into account both where we have come from and where we wish to go," he said.

"The success of the program is ultimately dependent upon the involvement of the departments themselves," said Thomas Swett, manager of Touche Ross. "This cooperative approach has resulted in innovative program changes and substantial savings at other hospitals."

A 40-year look back over the years at UH through the eyes of Charlie MacDonald

Charlie MacDonald has never been an incognito person. In fact, after 40 years on the job, not even the prospect of retirement seemed to alter his cool temperament. MacDonald is the type of man who came to work, put in a hard day, and at the end of each day, laid down his pencil and went home without a glance backward.

The time he spent at work, however, was time MacDonald spent well. His competence, as well as his dedication and loyalty to UH over four decades, have earned him the respect, admiration and friendship of many.

In October, MacDonald's friends and co-workers gathered to wish him a happy retirement. MacDonald's retirement plans include visiting his four children and eight grandchildren, several of whom live out of state, and spending time with his wife, Mildred, in their Newton home.

As MacDonald looks back on it, life at UH is more complex today than it was 40 years ago. At that time, a patient's medical record was kept on a 3-by-5-inch index card, patients' bills were tabulated by hand, and records were kept in general manual ledgers.

In the early days of MacDonald's UH career, the Finance Department, where he worked for many years, consisted of 15 people whose responsibilities included bookkeeping, accounting, billing and collecting. "There were three people with adding machines doing accounts receivable," MacDonald recounted.

When Blue Cross/Blue Shield Medical Insurance mandated the filing of regular cost analyses by Hospitals in the early 1960s, the expeditions of reports at UH, which had been done by pen and ink, slowed almost to a halt. In fact, MacDonald recalled that the first cost analysis form to be received by UH was entitled the "Green Dragon" because it was printed on green paper and was very threatening.

"That was the beginning of life becoming more and more complex," MacDonald noted. "From then on, it took more and more mechanization in order to produce reports."

About the same time, Hospital administrators accepted a proposal by International Business Machines (IBM) for what was then considered a state-of-the-art accounting service. The accounting service replaced its antiquated predecessors, the billing and keypunch machines. "We've come a long way since then," MacDonald said, referring to the Hospital's office information system of today.

Growth and expansion

In the late 1960s when MacDonald started out at UH, he recalled that the Hospital operated two off-site patient-care facilities: the John Haynes Memorial Unit in Brighton, a 13-bed unit that treated patients with infectious diseases, and the Private Pavilion in Forest Hills, an 80-bed surgical-bed facility.

Also in those days, the Hospital had a busy obstetrical service, located in the Robinson Building. The Massachusetts Memorial Hospitals School of Nursing housed staff nurses and students in Your Hall until the School closed in 1962. The Hospital, in the 1950s, established the first inpatient psychiatric unit in a private general institution in the country.

In 1961, the Massachusetts Memorial Hospitals changed its name to the University Hospital.

In 1962, the Medical Center, which comprises UH, the School of Medicine and Goldman School of Graduate Dentistry, was formed. Over the past 20 years, the Hospital and Medical Center have seen major changes in both physical appearance and personnel.

MacDonald said, "The erection of new buildings, including a 233-bed patient-care facility, the Asthma Pavilion, and the addition of more than 1,000 employees in that 20-year period, has established a quicker and more competitive pace," MacDonald said.
MODERATION IS KEY

Getting through the holidays healthy and happy

With Thanksgiving behind us and the annual holiday frenzy stretching ahead, we would all do ourselves a favor by remembering the word "moderation," advises UH psychiatrist David Leiman, M.D. "The lack of moderation, Leiman said, is a chief ingredient of the "holiday blues." The holiday blues is a temporary and mild form of depression, often caused by a barrage of mixed emotions. Loneliness, stress and anxiety are contributing factors. Others include unrealistic expectations, painful memories of the past, lack of time and/or money, and the commercialism of the season.

At a time when warmth, togetherness and good cheer abound, if you're not reveling in the holiday spirit, don't worry. According to Leiman, feeling a touch of the blues is okay. "Feeling a tinge of bit­terness is all right, as long as you don't dwell on it," he said. Leiman's advice: "To remember that there is life after the holidays." Moderation is key to a healthy survival around the holidays. "People get caught up in the spirit of the season and let go of the important things. Exercise and diet should be maintained throughout the holidays just as they are at any other time of the year," Leiman said.

Sometimes the holiday frenzy makes us forget some common-sense guidelines. People who remember those simple matters will avoid the holiday blues:

- Shop early to avoid the stress of heavy crowds and a reduced selection of gifts.
- Stay within your budget, or you'll have more headaches after the party is over.
- Practice moderation in food, alcohol and the amount of partying you do.
- Separate myth from reality. Appreciate the mythical aspects of the holidays for what they are and avoid unreal­istic expectations of solutions to your personal problems.
- Concentrate on enjoying your present situation and do not dwell on memories of past time. Experience the magic of the holidays through the eyes of your own or other's children.
- Start a new holiday tradition.
- Stay active. For those who are able, plan the day with friends, to have a special meal or enjoy a spe­cial activity. Volunteer at a hospital, nursing home or shelter for the homeless.
- Learn to emphasize the truly positive aspects of the season.

The magic of The Nutcracker

The 10-year-old son of Lorraine Green of Human Resources is performing in an amateur production of the holiday classic, The Nutcracker, with the Ballet Theatre of Boston.

Curtis Green, a fourth grader at the Joseph I. Hareky School in the South End, and one other youngster were chosen from among 80 Boston elemen­tary school students to perform in the holiday ballet performance. The large-scale production of more than 90 people is performing at various locations along the South Shore.

Green's role as one of the party children in Scenes I and II represents his first professional stage performance. "I'm very excited for Curtis," said Lor­ra­n­n­e Green, "and he's so excited, he's bouncing all over the house!"

The Nutcracker is a tradi­tional holiday delight featuring a large cast, colorful costumes, breathtaking scenes, and a musical score that has become synonymous with the holiday season.

Booth Unit closing for holiday

The Booth Ambulatory Surgical Unit will be closed on Friday, December 2, through Monday, January 2, 1989. All surgical procedures that need to be booked during that time will be accommodated in the main operating room. For more information, call Deborah Mazzoli, R.N., at x8566.

UH cookbook is a great holiday gift

UH's employee cookbook, with almost 200 recipes, will be on sale before Christmas for $6 each from members of the Human Resources Department. For more information, call Diane Sprague, x8562 or Peggy Kociubes, x8584.

Goldman School of Dentistry celebrates silver anniversary

The Boston University School of Graduate Dentistry celebrated its 25th anniversary with a black-tie dinner and an all-day, scientific symposium on November 4 and 5. The School was the first in­stitution in the country to offer graduate-level education in dentistry. The Goldman School, the School of Medicine and UH make up Brown University Medical Center. The dinner was held on Friday, November 4, at the George Sherman Union at Bos­ton University. Featured speakers were Spencer N. Frank, D.D.S., dean of the School of Dentistry, and Boston University President John R. Sil­ber, Ph.D. The evening's keynote speaker was Harold Leo, D.D.S., the director of the National Institute of Dental Research at the National In­stitutes of Health. Saturday, November 5's day­long symposium offered con­tinuing education to alumni and featured renowned speakers from the United States and Canada. Jack Silver­man, D.D.M., D.M.D., Ph.D, presented an afternoon session on behalf of the Dental Risk Management Foundation, a California-based, non-profit educational organ­i­zation dedicated to educ­ating dentists and hygienists on risk management.
Professionalism is theme of workshop

By Lynn Gaertner

W e all know people at UH whom we regard as real professionals at whatever they do. They are typically people with a good understanding of their job and a clear sense of their own role within the institution. Rather than creating problems, they solve them. They offer help before it is requested.

These professionals communicate their ideas and listen to the views of others. When conflict occurs, they deal with it directly, attacking problems rather than other people. Not only do they manage their time effectively, they also understand the need for flexibility in a health-care setting. They adjust their personal and organizational goals when necessary.

Professionals in all job categories have something to teach us. A one-day workshop on January 6, "Professionalism in the Office," is tailored to office professionals, call x8897. Marcia Lowry is UH manager of Training and Development.

Employee career fair will focus on entry level career opportunities at UH

A day-long employee career fair will take place on Wednesday, January 25, on the H-3 bridge and will include representatives from UH departments and Boston-area schools and colleges.

The fair, which will be held from 7:30 a.m. to 3:30 p.m., will provide employees with information on the various career opportunities at UH as well as

UH NURSING DEPARTMENT:
Expanding into the 21st century

Over the past two months, the UH Department of Nursing has sponsored and participated in a number of events that are dedicated to the nursing profession.

A SPECIAL MOMENT—Mary Lou Hazzard, R.N., pins a bursawinner on Susan Deakos during a recent ceremony honoring the graduates of the hospital's fifth class of patient care technicians. The program was established to train interns with technicians who work side-by-side to provide optimum care to patients.

CLINICAL NURSE SPECIALIST Marilyn Pries, R.N., introduces a speaker at a two-day national conference at the Lafayette Hotel, Boston. "Perspectives on Power Tools for the Clinical Nurse Specialist," that was co-sponsored by UH once again this year.

THE UNIVERSITY HOSPITAL
December 1988

EVANS RESEARCH DAY 1988 was held at UH on October 20 and included morning and afternoon lectures and a research poster session and buffet lunch in the Harbor Lounge of the School of Medicine. Shown at the poster session are, from left, associate Prof. Care, M.D., Ph.D., a member of the Evans Section of Gastroenterology and the director of UH's Endoscopy Unit; Cheri Brewster, M.D., of the School of Medicine, and Philip Kramer, M.D., of the Evans Section of Gastroenterology.

Getting more for your money

The following discount offerings can be obtained through Diane Sprague, employee relations coordinator, Talbot 1, or call x 8562 for more information.

- Bruins tickets: Tickets for the Boston Bruins vs. the Pittsburgh Penguins on Sunday, February 5, at 1:30 p.m., are on sale for $23 each.
- Entertainment Books: Get great savings on dining, theater, sports, travel and much more. Two editions are available, Boston North and West and Boston South and West, for $25 each.
- First Night buttons: Rings in the New Year at First Night. First Night buttons are on sale for $23 each.
- Ski card: Entitles employees to receive discounts on ski lifts, lodges and restaurants throughout New England. Ski card and savings guide are available for $15, a $35 savings.

Did you know that UH researchers developed the world's first technique to demonstrate that gallstones can be dissolved chemically as an alternative to surgery?
Repaving of E. Newton Street will provide relief for motorists; Albany Street is another story

A major sewer-improvement project on East Newton Street completed recently has left the road in poor condition for motorists, however, the street will be repaved this spring, according to Steve Shea of the Boston Water and Sewer Commission (BWSC). The project, which involves the installation of 40,000 feet of sewer in the South End, has made area driving difficult for motorists for some time.

On Albany Street, where poor driving conditions remain, the project will continue this spring when the BWSC awards an 18-month contract to reconfigure the east-west street. Shea said. Currently the mixture of sewage and drainage is sent to the Deer Island sewer treatment plant and when the plant cannot handle an overload, particularly on rainy days, that mixture discharges into the harbor.

Correction

An article that appeared in last month's issue spotlighting National Radiologic Technology Week at UH incorrectly referred to radiologic technologists as technicians.

Radiologic technologists are health-care personnel responsible for accurate x-ray image production. R.T.s, as they are called, are licensed and specially trained in the field of radiologic imaging, they are considered the expert when using the latest in technology.

Spotlight winner 'Bootsie' Thomas is enjoying a second chance at life

December Spotlight Award winner Jennie 'Bootsie' Thomas is thankful for her health, her family and her job.

Twelve years ago, Thomas almost died giving birth to her youngest daughter, Demi, born three months premature. So, she said, 12 years ago she made a promise that 'I'd work for Him.' Thomas, the mother of two, is an active member of the St. Paul African Methodist Episcopal Church in Cambridge.

In the years that have passed since the birth of her daughter, Thomas has devoted her life to making the lives of others happier, both through her affiliation with the church and at UH. Thomas, along with her sister Dee, who works at UH in Outpatient Billing, sings in three St. Paul choirs, one of which travels throughout New England visiting the various Methodist Episcopal Churches. When she's not singing at weekend services, Thomas serves communion and is vice president of the eucharistic board that organizes the group.

As a member of the church's lay organization, Thomas is actively involved in recruiting new church members. As a St. Paul missionary, she visits the parish's sick in their homes and at local hospitals. Thomas has served at UH for at least one year.