1988-11

Connections: November 1988

Office of Publication Services, Boston University Medical Center

http://hdl.handle.net/2144/22991

Boston University
Atrium Pavilion wins international design award

The University Hospital's state-of-the-art Atrium Pavilion has been selected for the top award in Modern Healthcare magazine's third annual design awards competition.

The competition, judged in conjunction with the American Institute of Architects' committee on architecture for health, included more than 220 entries from all over the world. A second award winner was the Aga Khan University Medical Center in Karachi, Pakistan. A third award went to the Ambulatory Services Building of the Brigham & Women's Hospital, Boston.

The awards program recognizes excellence in the design and planning of new and renovated healthcare facilities. The competition was judged by nine people, including architects, planning consultants, construction managers and hospital administrators.

The following are some of the judges' comments on the top-ranked Atrium Pavilion:

'The continued on page 2

Information system will boost patient data processing

A new Hospital Information System (HIS), to be installed at UH over the next two years, is aimed at improving the flow of patient information throughout the Hospital.

A contract is being negotiated with the Systems Division of Baxter Healthcare Corporation of New York, a company that has developed an advanced computer system to manage patient financial and clinical information.

The new system will support departments involved with patient care and will emphasize on-line access to accurate and up-to-date patient information. Training for all affected employees will be provided and a special training site will be established.

System installation will be conducted in two phases. During phase one, patient accounting, inpatient admitting, outpatient registration, and the medical records departments will be brought on-line. This phase will address inpatient activity first, then outpatient.

This is a superior system,
Michael Blaszyn
UH chief financial officer

Phase two will install order/entry and results reporting, a feature that will allow Hospital services to be ordered through a lightpen terminal at the nursing unit and be printed in the ancillary department or sent to the ancillary's computer. The ancillary unit, through a terminal or its computer system, then will enter results of the order so the results can be displayed or printed at the nursing unit.

The new HIS, with more than 200 computer terminals and 80 printers, will reduce the continued on page 2

Affirmative Action Committee wins $32,200 grant

For the first time in its two-year history, UH's Affirmative Action Committee will have the financial resources to permit the implementation of a comprehensive education, recruitment, promotion and awareness program within the Hospital.

The Hyams Foundation, an organization that supports both new and continuing programming in human services and community development in Metropolitan Boston, recently announced a $32,200 grant to the UH committee.

The funding will be used as seed money for a program that Affirmative Action Committee members hope will foster a warmer and more supportive climate among all Hospital employees.

continued on page 2
Design award continued from page 1
cardiac care and patient suites. They are among the nicest I’ve seen. A very intimate care space.

A good use of commercial presentation in the Atrium. It loses the sterility of a hospital. The design showed understanding of clinical elements from an operational standpoint.

An extremely functional design solution, providing a clearly defined ‘front door’ to a complex urban hospital facility. The interior circulation is accessed by the open atrium that serves as a focal point, allowing patients and families to find it easily.

This project dealt with a large, very complex, urban hospital where they have achieved good, clear circulation patterns. The Atrium gives occupants orientation within that large, complex building. It relates and interconnects with an existing building.

The Atrium Pavilion, which opened in November 1987, serves as the University Hospital’s core patient care facility and main entrance. The eight-story, 233-bed facility, with 270,000 square feet of space, was designed by Scott Taylor and Partners of Boston, in association with Hansen Lind Meyer, Chicago, Ill. Construction manager/general contractor was Dimon Construction Co., Providence, R.I.

Grant continued from page 1
personnel and to help minority employees achieve satisfaction. Over the next year, the committee will spearhead the first phase of the comprehensive program.

There are three components to phase one: the first provides for the implementation of a multi-cultural communications program that will educate UH employees on the different cultural and ethnic backgrounds of the Hospital staff. In phase two, an on-line English as a second language program for employees will be available.

The third phase focusses on one-on-one counseling in UH to discuss the program and to raise awareness of the weight concerns in today’s healthcare workforce. Tool kit participants from other Boston teaching hospitals, the day will feature panel discussions and a keynote speaker.

A ‘real vote of confidence’
“the Hyatts Foundation has given us a real vote of confidence,” said committee member Daniel P. Baker of Development.

The Foundation has made an incredibly encouraging statement about the importance of their programs to ensure that both clinical and procedural operations, such as safety and plant management, are up to par with (CAO) standards. This program conducts an exit interview prior to leaving an institution, where it makes any recommendations or citations. A hospital is given formal notification of accreditation within several months of a visit. UH received its last accreditation in 1985. Since that time, the Hospital has opened its state-of-the-art patient care facilities, the Atrium Pavilion, and has implemented a Quality Assurance Program that ensures the highest quality of patient care.

Assistant Vice President for Continuous Improvement, said UH President James E. Murray.

Spitz named to UH, BCH, BUSM posts

The director of UH’s Northeast Regional Center for Brain Injury, Edward L. Spatz, M.D., has been appointed to three top surgical posts: surgeon-in-chief at the University Hospital, director of surgery at Boston City Hospital, and professor and chairman of the division of surgery at Boston University School of Medicine (BUSM).

We are very fortunate to have such a fine individual as Dr. Spatz serving in this capacity,” said UH President Scott Abercrombie, Jr., M.D. According to Abercrombie, the opportunity to have Spatz as chief at both hospitals and as BUSM chairman provides tremendous potential to produce more experienced doctors, as well as to provide better patient care.

To be able to bring all these departments together to work as one under his direction will allow us to see a wider range of patients and to share valuable healthcare information.”

Spatz was appointed chief of neurosurgery at UH in 1968, when he was appointed chair-

Quality Care is a feature that will appear in Connections from time to time, highlighting the satisfaction of a patient, former patient or family with the service received at the University Hospital.

No words can ever express our appreciation to you!

To the staff of the University Hospital

The family of Joyce Fitzgerald Hamel would like to express its appreciation for the care, friendship and compassion that you extended to my wife, Joyce, and us over the last 2½ years.

From the first night that we arrived at UH, comforted in shock over the discovery of Joyce’s illness, you immediately began to make her feel at ease both physically and emotionally. Joyce and I realized immediately that our decision to come to Boston, specifically to the University Hospital, was the best decision we had ever made.

The support that was provided to my family throughout the ups and downs of Joyce’s illness never can be appreciated fully by anyone unless that person goes through a similar experience. When Joyce was transferred to another hospital for further treatment, we kept in constant contact with the UH staff, their support helped us through a very difficult time.

No words can ever express my family’s appreciation to you for everything that you did for all of us during the last few years. Even when we were separated by a distance of 90 miles, your constant contact made the separation tolerable. When any of us visited with Joyce, you always made us feel welcome and helped us maintain a very strong and supportive family to me.

Joyce is gone now, but the friendships that my family and I have made at the University Hospital will last forever.

Thank you for giving Joyce the best care in the world.

Sincerely,
Robert G. Hamel
Feeding Hills, Mass.

‘Taking care’

I was so happy to see the supplement to your paper on the University Hospital. It is all that it says it is and then some.

Having just been released from the University Hospital after spending two weeks there, I can really reach for the marvelous service and attentive care of the doctors and nurses.

Wherever I have ever seen medical help that had your interest so at heart as they do at the University Hospital. While I was there, I needed for like a queen and it seemed as if the one wish of all the staff was that I would get better.

I was under the care of Cardiologist and Home Medical and I am told you how much they did to make me comfortable. Yes, it’s a very good hospital because so much care is given to each patient. When you’re a patient at the University Hospital, you’re special. I am glad to know that when people are deciding where they’re going to spend their charitable dollars, they will really think about the University Hospital, which has really grown to meet the medical demands of the people today.

Mary W. Ferguson

You CAN feed City’s hungry

The University Hospital and Boston University Medical Campus will participate again this year in the fourth annual Boston Can Share drive from November 14 to 23.

The program enables Boston University Medical Campus employees to help feed the thousands of needy families in the Boston area during the holiday season.

Three drop-off sites will be established within the Medical Center, in the lobbies of the Attaiun Pavilion, the Goldman School of Graduate Dentistry and the School of Medicine.

The drive, which is administered by Mayor Raymond Flynn’s office, has set a 1988 goal of collecting 100,000 cans.

The donated food will be distributed through the non-profit Boston Food Bank to more than 200 emergency food pantries that serve eastern Massachusetts. Last year’s Can Share drive provided more than 80,000 meals to the network.

To register for a second lunchtime exercise class, please call Diane Sprague, employee health services employee relations coordinator, at 8400.

Grind it out during the Great American Smokeout on Nov. 17

To smoke or not to smoke will be the question on Thursday, November 17, the Great American Smokeout.

The twelfth annual quit-day, sponsored by the American Cancer Society, is designed for smokers who want to kick the habit for 24 hours or for life.

Here at UH, the day will provide employees an opportunity to quit smoking for a lifetime. At an informational display on the H-2 bridge, sponsored by Employee Health Services, employees can register for the Hospital’s smoking cessation clinic.

The seven-week program employs a group-help approach to guide people to give smoking up.

The workshop teaches smokers smoking strategies to successfully kick the habit, including exercise and maintenance tips.

The University Hospital prohibits smoking anywhere within its premises except in the smoking section of the Pension Family] Building cafeteria. Patients may smoke in those rooms only when patients in that room concur and permission has been obtained from Nursing.

EMPLOYEE HEALTH PROGRAMS

The At Work weight-loss program is a no-excuse way to lose weight, feel great

A 10-week weight-loss program, sponsored by Employee Health Services in conjunction with Weight Watchers, provides UH employees with a no-excuse way to lose weight.

The At Work Program is a low-cost lunchtime program that allows employees to lose weight while at work. Know the demands of job and family and the things that don’t get done in a day. Weight Watchers developed the program so that people could no longer use the excuses, “I don’t have the time” or “I’m too tired.”

‘The program is designed to teach people how to eat and how to keep the weight off,” said Lee Anne Lyons of Employee Health Services.

‘This isn’t a quick-shoot deal but rather a long-term effort that we hope will teach people how to develop different types of eating behaviors,” said David Doiron, the manager of UH’s Occupational Health Program.

Low weight the right way

The program is a realistic approach to weight-loss developed under the guidance and direction of a group of Weight Watchers physicians and nutritionists.

Open discussions are encouraged and group support is key. The group meets once a week, on Monday from noon to 1 p.m.

Participants in the program pay $8 per class. Weight Watchers has waived the $25-per-person registration fee.

With more than 40 UH employees participating in the Hospital’s first At Work session, which began in early October, the program is proving to be quite popular.

To register for a second January session, call Employee Health at 8400.

Fall shape-up under way

Lunchtime exercise classes will be held until December 10 for Medical Center employees. The classes, low-impact aerobics, calisthenics and stretch, are held on Tuesday and Thursday from noon to 1 p.m. in the Solomon Carter Fuller Mental Health Center gymnasium. The cost is $2 per class.

Lockers and showers are available. To register, call Lynne Stocker, O.T., at 661-4158.

EMPLOYEE'S RIGHTS

Get your flu shot this month

Free flu vaccine, scheduled to be administered to BUHC employees last month, will be administered later this month.

For further information call Employee Health at 8400.

The University Hospital November 1988

Getting more for your money

The following is a selection of discounts offered to UH employees through the Human Resources Department. To obtain the tickets, passes, coupons or other discount specials listed, or for further information, drop by Tailgate Room 1 or call Diane Sprague, employee relations coordinator, at 8400.

South Shore: Save more than 40 percent on adult admission tickets to the New England International Auto Show, Nov. 5-13, at the Bayside exposition Center, Boston. Tickets are available for $4 each, $3 saving on the regular admission price.

Christmas craft shows: Discount coupons are available for admission to two of Boston’s largest craft shows, which will feature more than 500 professional artisans from the United States and Canada. At the Hynes Convention Center in Boston, Dec. 3-4, and at the Bayside exposition Center, Dec. 9-11. Tickets cost $1 for adults and $8 for children and senior citizens at the Hynes, and $5 for adults and $4 for children and seniors at the Bayside Expo Center.


New England Aquapark: A limited number of free passes are available.

Points of Pride

Did you know that UH created the first surgical unit for cancer patients in a private general institution in the United States?
Hospital to participate in drug reaction program

Adverse drug reactions are a serious concern for many patients using drugs. It is estimated that more than 300,000 prescriptions for drugs are written each day in Massachusetts, yet only 39 adverse-drug-reaction reports were filed in 1985 and 61 in 1986, according to UH's Department of Pharmacy Director Darryl S. Rich, Pharm.D.

To increase the awareness and frequency of adverse drug reporting at UH, the University Hospital has been chosen to participate in a federally sponsored program with the Massachusetts Department of Public Health. The program is an effort to improve early warning and withdrawal of unsafe drugs.

"Adverse drug reactions are a serious concern for many patients using drugs," Rich said. "When a drug is released to the public, much still needs to be learned about the types and incidence of adverse reactions that can be expected from the drug as well as the safety of the drug itself."

The FDA relies on healthcare professionals, pharmaceutical manufacturers and consumers to report adverse drug reactions to them," he noted.

To report an adverse drug reaction at UH, a Hospital Healthcare professional can contact the Department of Pharmacy's Drug Information Center at x7977. Hospital personnel who experience an adverse drug reaction should contact their pharmacist as soon as possible. If your physician is not a UH staff member, call 1-800-332-DRUG.

Bake sale to benefit child care

A bake sale by the Hospital's Child Care Project Fundraising Committee will be held on Friday, December 2, from 11 a.m. to 3 p.m., outside the Preston Family B building cafeteria. All proceeds will benefit the Hospital's Child Care Project.

What to do in the case of an accidental poisoning

By Peggy Kocubie

"Will my child be safe?" is the first question that most parents ask when they hear about a baby being a family day-care provider or find a child-care center. What can you do to ensure your child's safety? According to the Massachusetts Poison Control System's educational coordinator, Joan Shannon, there is a lot you can do. You can teach your child and his or her caregiver how to prevent or respond to emergency--in this case, accidental poisonings.

You can teach your child to memorize his or her telephone number and address. He or she should also know how to make an emergency telephone call and give such basic information as the type of emergency, name, age, telephone number, address, etc. You can teach your child to tell an adult if a sibling or other younger swallows something bad for them.

You can teach your child to care: to take your child with him or her when answering the door or telephone--never leave small children in a room alone; to not leave bottles of medicine or cleaners within your child's reach; to remember that such household items as deodorants, hair spray, paint, perfume, shoe polish, insecticides, vitamins and some indoor plants are potentially poisonous substances, to put caps back on bottles and containers and return them to the proper places--preferably in high locked cabinets.

If your child-care provider supplies your child has ingested or been exposed to a potentially toxic substance, she or he immediately should call the Poison Control Center at 352-2130 in the Greater Boston area and 1-800-682-9211 in other areas of Massachusetts.

Preparation is key

If the need arises for your child-care provider to call the Poison Control Center, she or he should have the following information: the drug, the name and weight of your child, and any ingredients of the substance ingested, its container, the amount ingested and the time of poisoning.

Symptoms, and if any first-aid was administered.

You can prepare your household by having on hand a bottle of isopropyl alcohol, a non-toxic soap. For most substances, isopropyl alcohol is the best at removing poisons. For mild alkaline or acid burns, you can also use a solution of bicarbonate of soda or vinegar.

Hospitals Pediatric Rehab Program transfers to Jewish Memorial Hospital

The University Hospital's Pediatric Rehabilitation Program was relocated to Boston's Jewish Memorial Hospital (JMH) in late September. The comprehensive multidisciplinary program, which had been at UH for about 10 years, was moved over a two-day period and without any disruption of services to its 30 patients.

According to Kenneth Belcher, the UH administration who coordinated the move, the decision to transfer the program came in the wake of budget constraints within the Department of Rehabilitation Medicine and within the Hospital itself, and the fact that the pediatric program did not fit in with the Hospital's mission of providing tertiary care.

The pediatric rehabilitation team at JMH is composed of the same professionals who worked at UH. The program is considered a new program by JMH, which had been proposed in the organizational plan. In moving the program to JMH, UH provided it with an exercise/treatment unit that had been used by the patients here.

Belcher praised several UH personnel who said he was instrumental in the relocation: Deborah Slater, M.S., OT/L, director of Occupational Therapy; Cara Lakh, administrator of the Children's Rehabilitation Center; and Alan Rosenfeld, Ph.D., director of regional operations, Health Systems Services.
A product of immigrant parents, November’s Spotlight Award winner Mary Chin said she has a ‘strong commitment’ to Boston’s Chinese population.

For seven years, the director of UH’s Social Work Department has been involved with the Chinese-American Civic Association, a Chinatown-based organization that provides counseling, education, job placement and skills training to Boston’s Asian population.

Chin’s mother and father came to the United States from Canton, China, in the late 1930s. Although Chin’s parents never learned how to speak English, Chin did—but not until she attended school at the age of five.

“I can relate to the trauma of being in a society where you can’t speak the language and where you don’t understand the social mores,” she said.

Many of the people who visit the Association’s multiservice center are Indo-Chinese immigrants, refugees of the Vietnam War. “These people have had their homes destroyed and they’ll probably never go back to Vietnam,” she acknowledged. “What we do at the center is to help these people adapt and offer them support and a place to go to receive some guidance.”

Along with providing social services, the Association publishes Sampan, the only newspaper published in Chinese and English in New England.

The Chinese-American Civic Association’s president for the past four years, Chin also is involved with several other community organizations: She is a board member of Action for Boston Community Development, the South End Neighborhood Action Program and the Massachusetts chapter of Literacy Volunteers of America.

Professionally, Chin, a UH employee for two years, is affiliated with the Massachusetts Board of Registrars for Social Work and is the treasurer for the National Institute for Clinical Social Work.

A reception honoring Chin will be held in the F.B. Building first floor conference room on November 9 at 3:30 p.m. in the Preston Family Conference Room.

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

BUSM publication wins design award

Centerscope, a magazine published for Boston University School of Medicine, School of Public Health and Health Policy Institute, has won a bronze award in a national contest that featured more than 1,100 publications from the United States and Canada.

Produced thrice yearly by the BUMC Office of Public Relations Services, the office that publishes Connections, Centerscope was awarded the Ozzie Award for best cover design, educational, by Magazine Design and Production.