The monthly newspaper of The University Hospital • October 1988

AN INSIDE VIEW—Construction crews continue work on the Dining Pavilion, which is expected to be completed by December.

Health Services Building renovation gets under way

The renovation of the Health Services Building's basement and first and second floors will permit relocation of several Hospital departments to that building, including the Booth Ambulatory Surgery Unit (BASU), when it is completed in one year. The Booth Unit currently is located in the Goldman School of Graduate Dentistry.

The three-phase project has been in the planning stages for two years and allows for the operation of all affected departments during construction, according to Project Manager Larry Tomlinson. The project was designed to provide more efficient use of personnel and staff and to allow more efficient distribution of supplies and materials. Construction began last month and is expected to take one year to complete.

The project will house Respiratory Therapy and Pulmonary Function in the Health Services Building basement; Hemodialysis and the Emergency Department on the first floor, and a new GI Suite, Outpatient Laser Center and the continued on page 2

Goal of new I.D. program is to create safer, friendlier working environment

A new employee identification program being implemented throughout the Hospital aims to provide a more safe and secure environment for employees, staff, patients and visitors.

The new program, which identifies every individual coming into the Hospital through permanent, temporary or visitor badges, creates a more personalized environment for UH staff, who are now able to identify their fellow employees by uniform and/or name tag. The identification program was initiated at the time of the closing of the Evans Building entrance last month.

Employees, whether full- or part-time, volunteers or affiliates, are being issued identification upon being hired or continued on page 2

Holiday cheer could christen Hospital's new Dining Pavilion

If all goes as planned, UH employees may be able to deck the halls this holiday season in a new 10,000 square-foot Dining Pavilion.

The Dining Pavilion, the sister building to the Hospital's state-of-the-art patient-care facility, the Atrium Pavilion, is currently under construction and should be completed by mid-December, according to Project Manager Larry Tomlinson.

"Already, we're looking forward to having a lot of holiday celebrations in the new Dining Pavilion," he said.

The new building will be twice the size of the current dining facility, the Preston Family Building cafeteria. In addition, the Pavilion will offer private dining, buffet service, a larger serving area and expanded hours. It will house several function rooms for catered parties or meetings.

Entry to the Pavilion will be through the second floor of the Atrium Pavilion.

The Thrift Shop of Boston, operated by the University Hospital Auxiliary and people from several other Boston hospitals and charities, is more than just a thrift shop.

Located at 630 Centre Street, Jamaica Plain, the shop is a gold mine of sorts for furniture, clothing, china, jewelry, appliances, toys, bric-a-brac and some antiques. In the market for a mink? The shop even has one or two of those, and you continued on page 2
Health Services
continued from page 1

BASU on the second floor.

Business as usual
The entire project will consist of a series of temporary moves of departments in order to vacate portions of the building, and will allow construction to be "staged." Tomlinson said. The first phase of the project will vacate the East Newton Street end of the building's first three levels. The recent move of Medical Records out of the Health Services Building bas left that area vacant. The East Newton Street portion of the first floor will be vacated when the GI Suite and outpatient section of the Emergency Room (ER) relocate temporarily to the new Nuclear Medicine area on the first floor of the Atrium Pavilion. The former site of the pharmacy—the on the East Newton Street end of the second floor of the Health Services Building—is already occupied.

Place two will open up the remainder of the first and second floors. During this phase, the ER will relocate permanently to the opposite East Newton end of the first-floor corridor.

Place three will renovate the ER trauma rooms and provide a major face-lift to the Emergency Department's ambulanceentry. During phase three, the BASU will be completed and occupancy of all remaining areas will take place.

Thrift Shop

Continued from page 1

don't have to rush to find one.

Open Monday through Friday, 10 a.m. to 4 p.m., and Saturday, 10 a.m. to 3 p.m., the shop has been a popular shopping place for more than 50 years. And judging from the number of customers that frequent the shop each day, it promises to be just as popular in the future. Where else can you purchase a sofa love-seat for $100 or a sweater for $2?

New breed of thrift shop

Today, new races of breeders and customers have emerged. No longer are thrift shops the dumping grounds of worthless items.

"It's an adventure to thrift-shop. The fun is in the challenge of finding a bargain," said Elise Paul, the chairman of the UH Auxiliary.

Auxiliary members Eleanor Rosenthal and Sophie Kaufman have been watching people take challenge for second place. Rose and Kaufman volunteered their time each week to mark merchandise and assist customers.

They said the shop's patrons include a wide range of people, from students to young married couples.

All merchandise sold at the shop is donated and donations are welcome, providing the merchants are in good condition. Donations are tax-deductible and the shop will ar range for the pick-up of large items.

Proceeds from UH merchandise have benefited the Child Care Project in the past several years.

Over the years, the shop's chief has been the Auxiliary's greatest source of revenue, according to Paul.

Efficiency, high-quality care are goals of Stay reduction effort

With the state of health care economics in Massachusetts today, providing patients with the highest quality care while increasing efficiency is a challenge that must be met in order for large institutions, such as the University Hospital, to thrive.

With the Hospital's staffed beds at full capacity, the push is on to reduce UH's length of stay. A Length of Stay reduction effort has been implemented by Hospital President J. Scott Abernethy, Jr., M.D., in conjunction with Physician-in-Chief Norman G. Levinsky, M.D., Surgeon-in-Chief Edward J. Sports, M.D., Executive Vice President Jacqueline Darr and Senior Vice President for Nursing, Susan K. Speroni, R.N.

The Hospital's LOS reduction effort has set a goal of reducing length of stay by more than five percent next year. To achieve that goal, all personnel, but physicians in particular, will be given a crucial role.

David Browne of Planning, the coordinator of UH's LOS reduction effort, said the more efficient we can be, the more efficient we can become. Both the Hospital and Medical Staff are vital in our effort to provide expert patient care and increased efficiency.

There are four components to the LOS reduction effort: first, improving Hospital systems, improving and expediting the interface between functions, will account for some of patients through the Hospital while making the living conditions of the clinical staff easier. Second, the development of Model Care Management Protocols by physicians and nurses will create "road maps" for efficient, high-quality care for selected types of patients. Third, the effort to increase access to post-discharge placements and out-of-hospital care will make it easier for the Hospital to move non-acute patients to more appropriate settings.

Fourth, a system of feedback reports will be created to give clinicians a basis of comparison by which to measure their own efficiency.

I_SEC Program celebrates first anniversary

During a late-night party held in the Kocer Auditorium in late August, students from the Hospital's Intervention and Stimulation for Exceptional Children (ISEC) program and children from the Boston area celebrated the first anniversary of the Integration Program that brought them together.

More than 100 people, including ISEC's 28 students and their families, members of Boston City Hospital's Family Development program, the South End Boys Club, and senior citizens from the Elm Street Boys Club, the Harlem Boys, and Nutrition Center, participated in the celebration. The morning's entertainment included a comedy cartoon, in the form of a clown led by David DeRienzo, ISEC coordinator, and Karen Ganimian, ISEC occupational therapist.

Blind keyboardist Gerry Mack, who performs regulary in Boston, performed the jazz tunes of George Benson and Stevie Wonder.
Safe cycling: biking to work

I would like to keep in shape by bicycling to work this fall. What safety measures should I take in doing so?

You will be joining millions of Americans who commute in a bicycle, particularly in the crisp autumn air. As a means of transportation, bicycling accomplishes several purposes at once: it keeps you in shape, saves money, and saves time by enabling you to utilize your travel time for exercise, too.

Yet, while bicycling to work has many advantages over driving in an automobile, safety is not one of them.

More than a million bicyclists are injured in the United States every year, half of them requiring emergency care. Mass bicycle injuries are incurred by falls and are not serious; hands get scraped, legs get hurt, ankles get twisted. It is when a bike collides with a motor vehicle that serious injuries, or even death can result for a cyclist, particularly someone who is not wearing a helmet.

Choosing the right bike

Before you make the habit of bicycling to work, be sure that your bike is well-suited for the type of riding you will be doing. Since you will be cycling into the city, your bike should be well suited for the traffic. A bike with a headlight, taillight and wear it every time you ride far enough from the traffic (left arm straight out for left turn, bending your right arm, pointing up for right turn).

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**Phone etiquette says a lot about you—and BHU**

by Lynn Gaertner

What do our patients and others we serve expect from us? A medical institution? What will they keep returning to us when they have moral needs? Participants in our workshop "Effective Telephone Techniques" have come up with this list of what those we serve expect from us: knowledge, expertise, excellent care, accuracy, cooperation, promptness, warmth, and compassion.

Some of these expectations are typical among service industry professionals, but others are peculiar to health care. For example, we expect promptness, accuracy, and a certain kind of expertise from a fast-food restaurant, but we don't expect warmth and compassion to be served with our meals. Yet because of the nature of our profession, the individuals we serve expect these qualities from us.

And they expect these qualities in all of our interactions with them—in our offices, on patient floors and also on the telephone.

Workshop scheduled

The workshop "Effective Telephone Techniques" is designed to help us live up to our callers' expectations on the telephone. It will be held on Oct. 25 and Dec. 13 from 8:30 a.m. to noon, in Tallbot 206.

One topic the workshop covers is the use of positive rather than negative language to convey good news. For example, notice the different messages these two statements send:

1. "There's nothing I can do for you until my boss gets back from lunch." 2. "As soon as my supervisor returns, I'll be glad to get the information for you." Especially when the message we need to send is not the message the caller wants to hear, it's important to express our spirit of cooperation by using positive language.

Our callers who expect warmth from us would rather be asked: "May I tell her who is calling please?" than the abrupt "Who's calling?" when their calls are screened. They appreciate our courtesy when we answer promptly and when we clearly identify our departments and floors. Also, they recognize our expertise when we put them on hold properly rather than muffling the phone and calling out within their earshot. They recognize it too, when we record their calls correctly rather than having them call back.

When we are under stress, when we ourselves need a little more cooperation and compassion from others, it's difficult to give our callers what they need and expect. In the workshop, participants gain pointers for handling telephone stress and for responding to angry or frustrated callers. Techniques like acknowledging the caller's feelings and finding areas of agreement are useful in avoiding a stressful situation. It's also helpful to tell the caller what we can do, rather than what we can't do, since what we can't do is probably what upsets the caller.

With more than 4,000 telephone lines at RUMC, the photo provides a critical means of communication for us. Our callers expect us to use it well. To sharpen your telephone technique through mini-lecture, discussion, exercises and role playing, sign up for "Effective Telephone Techniques" by calling 8578.

Lynn Gaertner is UH manager of Training and Development. Her column reports on various skill programs offered through the department.

You Said It

This month's question concerns referendum question #4 on this month's state election ballot: Do you favor the closing of the state's two nuclear power plants, Plymouth and Yankee Atomic?

Claver Lawson, Reimbursement: Yes. There are other energy sources available that are not being utilized and that are not being explored.

Richard Nicand, Security: Yes. Nuclear power plants are hazardous to people's health.

Herbert Sean, Paint Shop: "Yes. I don't trust these plants after what happened at Three Mile Island a few years ago. Nuclear power plants are dangerous. I just don't like them."

Victor Vodkimm, Radiation Protection: "I don't have a problem with Yankee Atomic, but I do have a problem with Plymouth. Nuclear power right now is dead, but it could come back in a different form in 20 to 30 years. If this referendum question passes, it could adversely affect the future of nuclear power."

Debbie Malloy, Booth Ambulatory Surgery Unit: "No. As long as correct safety procedures and the federal guidelines are followed, operation of the plants is okay with me."

Uh helps back 'TV teens on the move'

AIDS, unemployment, drugs, these are some of the issues that have been discussed by teenagers across the state on a special cable television program supported by the University Hospital. "Teen TV on the Move" is an Oprah Winfrey-on-wheels type of television program broadcast by TTV, which focuses on teenagers and issues that concern adolescents today's youth. While some TTV programs have dealt with such complex and controversial issues as alcohol abuse and politics, others have focused on subjects like sports and fashion.

According to Alan Michel, director of Home Inc. of Boston, the organization that sponsors the program, the object of Teen TV on the Move is to get kids to think about issues. In addition, it helps to introduce young people from different social and cultural backgrounds with an opportunity to work together. "We try to mix and match as much as possible," Michel said. Four programs are produced each summer and each program is broadcast as often as six times throughout the year. This summer marked the program's second year in production.

For each show, 10 teens come together for a two-day workshop. The youths spend the first day discussing issues and developing questions for the television interviews. During the second day, they take to the road. In addition, recreational activities are always planned as part of the day's agenda. "Generally, we like to conduct our interviews in public areas where there are a lot of kids," Michel said.

The most recent show was broadcast from Manor Beach in Hingham. Before that, the teen's journeyed to Lake Cochituate in Nashua. The Hospital's intramural basketball league will open its second season in the coming action later this month. The one-year-old league offers members of Transport, Dietary and Housekeeping, Security and Nursing departments. In addition, teams are participating from the Solomon Carter Fuller Mental Health Center, Boston University School of Medicine Biochemistry Department and Dupont Chemical, a neighboring firm.

The regular season, which officially opens in December, runs through April. Games are held every Thursday in the Solomon Carter Fuller Center Gymnasium.

As with any organized sport, playoff and final championship games are held. League organizer Robert Filmore, who is also the program's director, runs the Fuller Center. Last year, the men from Transport Express, with an impressive 7-3 record, came in second place, losing to an outside team that was captured by Roger Papaio of Nursing.

Transport Express captain Bill Silva is confident that his team can clinch this year's championship. "He's a good leader of his team members, who began two-hour weekly practices last month, won't settle for a silver medal this year. "We want to go all the way and win. And we're willing to work hard to get to the top," Silva's message to the other teams in the league! "Don't mess with the Transport Express!"

Filmore, a high school and college basketball coach for the past eight years, in the league's official reformer. In referencing, he has observed that the games are played competitively and with an element of fun.

For more information about the league, call Filmore at 356-8000 x204.

A free flu vaccine offer

The University Hospital, sponsored by Employee Health Services, will be held free for all Boston University Medical Center staff and employees on October 21 from 9 a.m. to 1 p.m. on the H-2 bridge. At that time, information about the vaccine will be given out.

The vaccine will be administered free for all RUMC employees from October 21 to 31 in the Employee Health Services office in Tallbot 2.
THE SPOTLIGHT

Keep them laughing is motto of Spotlighter Danny Sullivan

To talk with Danny Sullivan in person, you would never guess he is a nightclub comedian. Somewhat shy and unassuming, he seems to carry himself unobtrusively throughout the Hospital in his role as coordinator of Telecommunications Systems. However, that all changes at the end of the day when the neon tie comes off and the laughing cap goes on.

October's Spotlight Award winner, Sullivan is one of six members of an improvisational comedy troupe that will perform regularly this fall at Dick Doherty's Comedy Vault on Boylston Street. The booking is the first major show for the group since it was formed two years ago. The group had performed primarily for free at different charitable and recreational events throughout the state. One of the most recent and memorable events was when Sullivan and the troupe performed at the Special Olympics this past June at the Massachusetts Institute of Technology. Over the course of a weekend, the group performed three shows. Sullivan said the weekend performance was the most gratifying experience he can recall during his career in comedy.

"I walked away feeling better. Children are the most fun—they get the most out of it and they're not afraid to laugh," he said.

Sullivan said he likes to make everyone laugh. "I like to laugh and I really enjoy hear-

ing other people laugh." A good portion of the material for his nightclub act, he said, generates from the Medical Center. "My job brings me in contact with a lot of people." But don't expect to see Sullivan performing comedy on the floor of the Atrium Lobby. On the job, he is as serious as the next guy trying to make a living.

"Everyone thinks I'm pretty serious, but I wouldn't want to walk into a meeting and have people say, 'Hey, Danny Sullivan, I know him; he's a comedian.'"

A reception honoring Sullivan will be held on October 19 at 3 p.m. in the Security Conference Room in Talbot 1. If you would like to nominate a fellow employee for the Spotlight Award, contact Gloria Shapiro, R.N., in Nursing at x7500. All employees must have been employed by UH for at least one year.

Start your holiday shopping early

The Human Resources Department is sponsoring a day-long shopping trip to Fall River's factory outlet district for all UH employees on Nov. 12. With over 100 money-saving outlets to choose from, the trip should prove successful for those who want to get a head-start with their holiday shopping. Five on-site eating establishments will treat you to a meal while you shop.

The round-trip bus fare is offered free to all Hospital employees. A bus will depart from in front of the Atrium Pavilion at 8 a.m. In addition, there will be a designated pas-senger pick-up station in the South Shore area for employees who live in the South Shore. A bus will leave Fall River at 5 p.m.

To make reservations or for more information call Diane Sprague in Human Resources, Talbot 1, x8562.

UH PEOPLE: highlighting our own

Robert E. Leach, M.D., chairman of UH's Department of Orthopedic Surgery and chairman and professor of Orthopedic Surgery at Boston University School of Medicine (BUSM), traveled to Seoul, Korea, last month with the United States Olympic Committee as the head of the Sports Medicine Council. In his role as council leader, Leach was responsible for selecting and advising the physicians and trainers who treated America's athletes. He was the only physician from Boston to attend the Games in an official capacity.

Christa Czycholl, M.S., assistant director of Occupational Therapy, received an award for excellence in clinical education at the New England Occupa-tional Therapy Educational Council's annual conference in Salem, Mass., in June.

University Hospital physicians George Rosenthal, M.D., Allen Weeks, M.D., and Jeremiah Kelly, M.D., of the Home Medical Service, recently passed the 1988 Geriatric Medicine Examination and are board-certified in Geriatric Medicine. The exam was given this year in April for the first time ever in the United States. Home Medical Service director R. Knight Steel, M.D., chaired a national committee that authored the examination.

Murray Freed, M.D., UH chief of the Department of Rehabilitation Medicine and the director of UH's New England Regional Spinal Cord Injury Center, will be awarded the 1988 American Academy of Physical Medicine and Rehabilitation (AAPM&R) Recognition Award for Disting-uished Clinicians at a ceremomy in Seattle, Wash., on November 1. Established in 1981, the Recognition Awards for Distinguished Clinicians are given by AAPM&R to honor physiatrists who have achieved distinction through their scholarly level of teaching and their outstanding performance in patient care.

Larry Burton, Ph.D., director of Pastoral Care and Education, had his second book, entitled "Making Chaplaincy Work: Practical Approaches," published this past summer. This winter, "Parastoral Paradoxes," another of Burton's books, will be published, and he will have an article published in the periodical Family Systems Medicine. Recently, he was appointed chairman of the New England Chaplain's Assembly and he will deliver a paper at the national conference of the Association for Marriage and Family Therapy this month.

Jerome H. Shapiro, M.D., chief of Radiology, has been ap-pointed to the Board of Chancellor-s of the American College of Radiology. He delivered the keynote address on "Standard Setting Radiol-ogy" at the American College of Radiology's annual meeting in Cincinnati, Ohio, last last month.

If you would like to highlight your own or a fellow staffer's accomplishments, send the information in writing—and a black and white photograph, if you'd like—to Connections editor Cynthia Paradis, DOB 915.