New Phone System Installed At Barnes

Centrex, a new telephone system designed to provide better and more efficient service to Barnes Hospital and the medical center at large, went into effect at 2 a.m. Sunday, Dec. 2.

George Voyles, coordinator of communications, said Centrex will speed up the calling system and will largely eliminate the need to go through the hospital operator on non-patient phones.

New numbers have been assigned to the central telephone office for administrative and patient phones and each administrative phone extension may be reached from outside the hospital by dialing a separate number. Central numbers are 454-2000 for administrative phones and 454-3000 for patient phones. Individual administrative phones may be called by Direct Inward Dialing and will have the 454 prefix and a four-digit station number. All former four-digit station numbers remain the same and three-digit station numbers now have a 2 at the beginning of the number. All calls between stations in the hospital may be made by dialing only the four-digit number.

The Centrex system at Barnes is a first in that it combines the central office capabilities with those of the PBX switchboard system in operation prior to the changeover. The number of PBX switchboards has been reduced from 10 to 3 and supplemented with attendants at a desk-type table operating small consoles to connect calls coming to the central phone number.

Hospital personnel are now able to make local outside calls without going through hospital operators, and many may place long distance calls in the same manner. Incoming calls can be made to a particular station number without going through hospital operators. Patient phones will continue to operate as before with calls being handled through hospital operators on the remaining PBX switchboards. Patients will experience better phone service because the PBX boards are handling only calls to and from patients.

Mr. Voyles said the former phone system had reached its capacity and additional equipment would have had to be installed if the change to Centrex had not been made. The hospital has 1230 administrative phones and 550 patient phones, and receives as many as 16,000 calls in an 8-hour period. "We felt we would prefer to use more modern methods of communication rather than try to patch up our existing equipment," Mr. Voyles explained. "We are looking to the future in an effort to provide the best possible service." A complete inventory of telephone equipment was made during the Centrex installation. A new cable was run into the central office and a new building cable was installed in the School of Nursing.

(Continued on page 2)
New Phone System

A new WUMC directory of phone numbers has been distributed giving the new station numbers. The new Southwestern Bell Telephone book, to be distributed in February, will carry a detailed listing of various offices and departments at the hospital instead of listing only the hospital number as under the former system. (The switch-over to Centrex was to have coincided with the issuance of the new telephone book, but publication of the latter was delayed two months by the shortage of printing paper.)

Mr. Voyles said that cards carrying the information about the changeover to Centrex and which may be filled in with individual station numbers are available from his office. He urges hospital personnel to publicize their new numbers and said the cards may be mailed to frequent callers for this purpose. Bell operators will give information about the new numbers and recordings of the change to persons who dial the old number. Hospital operators are giving numbers for individual stations to callers.

Prior to the switchover, Barnes operators underwent training by Southwestern Bell in the operation of the Centrex system and also attended personnel training sessions at the hospital. More than 2,000 employees attended at least one of the 36 training sessions conducted both day and night by Bell telephone instructors. Bell also made a videotape training film for use during orientation sessions. Robert E. Frank, president of the hospital, narrated the film explaining Centrex operation. Mr. Voyles said employees were very cooperative in attending the training sessions.

Hospital personnel using telephones have received a brochure giving condensed dialing instructions for the Centrex system. With Centrex, calls incoming and going out need not go through the main hospital phone consoles although callers may go through the consoles if they do not know the number of the office or department with whom they wish to speak.

Hospital personnel may transfer their own calls without having to go through Centrex attendants, they may put a caller on consultation hold, speak with another party and return to the line of the incoming caller, and they may add on a third party to the conversation.

Transfers are made by depressing switchhooks on the telephone once momentarily, getting a dial tone, dialing the station number, announcing the transfer and hanging up. Consultation holds are made by depressing the switchhook once, getting a dial tone, dialing the number, and after consulting, depressing the switchhook twice. The first depression restores the original connection and the second releases the disconnected third party’s line.

To “add on” a third party, depress the switchhook once, get a dial tone, dial the number, advise the third party of conversation, depress the switchhook once again momentarily. The three parties may then talk together. To dial the attendant (operator), dial “0” (zero). To call outside, dial “9” and the outside number. To call long distance dial “9”, then “1” or “0” and the area code if other than 314.

If in transferring, adding on or consulting call numbers are busy, or if no one answers, depress the switchhook twice to restore the original caller and to release the busy signal or ringing tone.

The Code 5 number for fires, formerly 500, is now 2500 and the Code 7 number for cardiac arrest is now 2700. The radio paging (beeper) system is now number 111. The tie line to Children’s Hospital is 109 and to Washington University 108.

Mr. Voyles said the main problem in the Centrex system will be employee recognition of the importance of dialing and receiving their own calls. “The success of the Centrex system depends entirely on the individuals involved.” Mr. Voyles said. Although Centrex is highly automated and efficient, trouble may occur and should be reported to station 2888.

“I believe with a complex the size of the medical center, the only route for us to go for telephone service was Centrex.” Mr. Voyles concluded. “The new system not only benefits Barnes Hospital employees but also the people calling into the hospital and the patients themselves. By using Centrex in the proper manner we can help make Barnes a little more efficient in its day-to-day operations.” Mr. Voyles said.
Doctor's Notes

Dr. James A. Felts, assistant anesthesiologist, was re-elected vice-speaker of the House of Delegates of the American Society of Anesthesiologists at the annual meeting of the 12,200-member organization in October.

The Barnes Hospital team, composed of Drs. Mark Eagleton, assistant radiologist, Charles Abel, assistant physician, Joseph Jaudon, assistant pediatrician, and Leslie Walker, assistant obstetrician-gynecologist, were victorious at the St. Louis Medical Golf Club tournament recently. Dr. Abel also won low gross and Dr. Ferris Pitts, assistant psychologist, won low net.

Dr. Frank P. McNalley, associate obstetrician and gynecologist emeritus, died Oct. 23. He first came to Barnes in 1917 as an intern.

Dr. Paul M. Weeks, plastic surgeon-in-chief, and R. Christie Wray, assistant surgeon, are authors of *Management of Acute Hand Injuries: A Biological Approach*, published this month by The C. V. Mosby Company, St. Louis. The goal of the book according to Dr. Weeks is “to provide the surgeon with a basic approach to the management of acute hand injuries founded on the biology of tissue repair and regeneration.”

Dr. Richard E. Clark, assistant surgeon, presented a paper on laminar flow versus conventional ventilation at the Surgical Forum of the American College of Surgeons in October. In November, Dr. Clark gave papers at a meeting of the Association for Academic Surgery in Rochester, N.Y.; the St. Louis Surgical Society; and the American Heart meeting in Atlantic City, N.J.

Noted Dietetics Educator Wins Copher Award

Miss Gertrude Miller, noted dietetics educator from California, has received the Marjorie Hulsizer Copher Memorial Award for 1973. The award, presented annually and the highest honor bestowed by the American Dietetics Association (ADA), was presented by Doris Canada, director of dietetics of Barnes Hospital.

Miss Miller, director of a coordinated masters' degree internship for the Veterans Administration at California State University at San Diego, received the award in October during the ADA's annual convention held this year in Denver, Colorado.

The award was established in 1945 by Dr. Glover Copher, a long-time member of the Barnes staff, in memory of his wife, a dietitian emeritus of the hospital. Barnes Hospital administers the award fund. Chapters of the association make suggestions for award recipients and the ADA board selects the recipient of the plaque and monetary award.

Miss Miller, the 29th recipient of the award, has made impressive and varied contributions to the growth and development of quality educational programs. More than 500 persons have graduated from programs she has conducted. A native of Monmouth, Illinois, she holds the M.A. degree in nutrition from the State University of Iowa and served in hospitals in Wisconsin and Hawaii prior to becoming director of the dietetic internship at the Veterans Administration Center in Los Angeles. She worked in Greece under a United Nations program prior to assuming her present position.

Also attending the convention from Barnes were Mrs. Kathy McClusky, associate director of dietetic education, and dietitians Sister Joanne Senko and Cheryl Rausch.

Halloween At Barnes

Three obstetrics-gynecology floors in the East Pavilion of Barnes Hospital competed in a Halloween contest decorating pumpkins to look like resident doctors. Winning first place (top photo) was the 4400 floor and their pumpkin depicting Dr. Ray Levine. Accepting the prize were, from left, Clara Foster, Clovica DuBois and Ellen Roth. The 5400 entries (lower left) were of Dr. Pierre Asmar and Dr. Marry Master and the 6400 floor entry (lower right) was Dr. Aphornpirom Ketupanya.
Go placidly amid the noise and the haste, and remember what peace there may be in silence. As far as possible without surrender be on good terms with all persons...

If you compare yourself with others you may become vain and bitter; for always there will be greater and lesser persons than yourself....

Be yourself. Especially do not feign affection. Neither be cynical about love; for in the face of all aridity and disenchantment it is as perennial as the grass....

Speak your truth quietly and clearly; and listen to others, even the dull and ignorant; they too have their story....

Avoid loud and aggressive persons, they are vexations to the spirit....

Enjoy your achievements as well as your plans. Keep interested in your own career, however humble; it is a real possession in the changing fortunes of time....

Exercise caution in your business affairs; for the world is full of trickery. But let this not blind you to what virtue there is; many persons strive for high ideals; and everywhere life is full of heroism....
Beyond a wholesome discipline, be gentle with yourself. You are a child of the universe no less than the trees and the stars; you have a right to be here. And whether or not it is clear to you, no doubt the universe is unfolding as it should....

Therefore be at peace with God, whatever you conceive Him to be, and whatever your labors and aspirations, in the noisy confusion of life keep peace with your soul....

Take kindly the counsel of the years, gracefully surrendering the things of youth....

Nurture strength of spirit to shield you in sudden misfortune. But do not distress yourself with imaginings. Many fears are born of fatigue and loneliness....

With all its sham, drudgery and broken dreams, it is still a beautiful world. Be careful. Strive to be happy.

Desiderata has become a modern classic in a period where the tendency is often to take ourselves and one another too seriously. We offer our illustrated version of the prose poem to bring a smile back to the Christmas season along with the warmth. Contrary to popular belief, Desiderata was not found in old St. Paul’s Church in Baltimore nor written in 1692. Rather it was written by a Terre Haute, Ind., lawyer, and published in Poems of Max Ehrmann about 1940.
Sgt. Falkenberg Tops

Sgt. Betty Falkenberg of the Barnes’ Safety and Security department is the first woman ever to finish at the top of a class at the Missouri State Highway Patrol Academy in Jefferson City, one of several training programs available to department personnel.

Sgt. Falkenberg was graduated with honors and earned a 97.6 composite score (100 point scale) in a two-week course in supervisory techniques. She is a shift supervisor and her responsibilities include taking phone calls, assigning duties, reviewing reports and visiting all guard stations during her shift. She has been with the department for more than two years.

Capt. Richard Mansfield, assistant chief, said several training opportunities are available to the 45-person department. Training is available in law enforcement areas, fire-fighting, emergency cardiopulmonary care and in other areas related to safety and security.

Sgt. Falkenberg is one of several department members who have attended the patrol academy. William Burkett, department chief, attended the academy in October studying dangerous drugs. The academy training is required of many of the state’s law enforcement officials.

Safety and security director Ed Thurman conducts firefighting classes and Chief Burkett and Capt. Mansfield also are involved in training programs for department personnel.

All department members are given cardiopulmonary care training by staff nurses in education. “We don’t intend for our training in this area to be a substitute for professional care,” Capt. Mansfield said. “Our personnel are trained to give only essential emergency aid and to notify hospital personnel of the situation.”

Department personnel operate an ambulance owned by Washington University School of Medicine and used primarily to transport trauma center patients. Medical personnel from the hospital requesting ambulance service staff the ambulance which is used only for hospital purposes.

Volunteers Enjoy Reception

Volunteers Enjoy Reception

Chris Farrell, coder of disease and operations in Medical Records, has successfully passed the examination given by the American Medical Records Association and been certified as an Accredited Record Technician.

Aruto Brown, an aide in Central Service died November 9, 1973 after having been hit by an automobile. He had been at Barnes since 1963.

James Cuddeford, a staff anesthetist, was elected to the board of trustees of the Missouri Association of Nurse Anesthetists during a recent association workshop in St. Louis. Mr. Cuddeford, a certified registered nurse anesthetist, served as program chairman of the workshop.

Betty Souders, associate director of nursing at Barnes Hospital, was elected chairman of the medical surgery special interest group during the Missouri Nurses Association biennial meeting held in October in Kansas City.

Tribute Fund

The following is a list of honorees (names in boldface) and contributions to the Barnes Hospital Tribute Fund during October, 1973.

In Memory Of:

Mrs. Jean Kolker
Mr. & Mrs. M. J. Mathis
Mrs. Terrye Balin

Mary Treybal
Mr. & Mrs. William Lee
Mr. & Mrs. William Blank
Mr. & Mrs. Sid Rosenberg

Dr. C. O. Vermillion
Jan I. Vermillion
Brooks Gattermeier

Dr. Frank R. Bradley
Dr. & Mrs. E. B. Quarles
John & Louise Keppel, Jr.
Charles E. Gilliland, M.D.
Mr. & Mrs. Robert E. Frank

Mrs. Clara Brandenburger
Mr. & Mrs. Mack Evans
Mrs. John B. Hill
Mr. & Mrs. Robert Rutherford
Barnes Hospital Auxiliary

(Continued on page 8)
Dr. Sobel Cardiologist

(Continued from page 1)

medical Computer Laboratory, with the help of Dr. Jerome Cox, director, and Dr. Floyd Noelle, research associate. These include joint studies funded by the National Institutes of Health and research into arrhythmias and their relationship to infarct size. In collaboration with the Computer Lab and the Department of Nuclear Medicine, the CCU is developing a mechanism for performing radio isotope angiocardiograms which will aid in evaluating critically ill patients.

An important innovation in the CCU is the installation of an enzyme laboratory for clinical research and special diagnostic procedures. Serial enzyme studies have shown that survival of a heart attack victim depends on how much heart damage is sustained and that this damage can be modified if proper therapeutic care is started immediately. Several therapeutic interventions are now being explored to modify infarct size and to determine to what extent modification affects prognosis.

The new staff has also initiated round-the-clock coverage by full-time staff members for clinical emergencies throughout the hospital, as well as daily teaching rounds and consultation rounds. In addition, an intensive conference schedule has been implemented, including a clinical teaching conference on Mondays, a “topics in cardiology” course on Tuesdays and an expanded cardiosurgical conference on Fridays. Research seminars will begin in the near future.

In early September, a new cardiac catheterization laboratory was opened as a joint venture with Mallinckrodt Institute of Radiology and it is now handling eight to 12 adult cases a week. Dr. Sobel explained that the lab has been designed to optimize the quality of diagnostic information as well as the safety of the catheterization procedure, reducing complications to the absolute minimum. The lab is a first step of an overall plan to be fully implemented by June of 1974 that will include the utilization of two biplane labs equipped with the most modern equipment available. A computer has already been obtained for the catheterization lab as well as a new sophisticated physiological recording system. Supporting chemistry and gasometric laboratories have been established.

As part of the ongoing program to continually improve the quality of service, numerous changes have been made or are anticipated in the Heart Station also, including the use of echocardiography as a diagnostic tool. Dr. Alan Weiss has assumed major responsibility in this area. An automated computer system for electrocardiogram analysis which relies on in-hospital telephone transmission of data is being implemented, and Holter monitoring equipment will soon be available in the Heart Station.

Dr. Sobel emphasized that all efforts of the Cardiovascular staff are oriented toward protecting the life and health of the patient. “Our primary goal is to achieve rapid and accurate diagnosis, to institute specific and appropriate therapy promptly and to provide an environment enabling all physicians who utilize our facilities to better serve their patients.”

Dr. Sobel, 36, was formerly director of the cardic care unit and the myocardial infarction research unit at the University of California School of Medicine in San Diego.

He received his bachelor’s degree from Cornell in 1958. In 1962 he graduated magna cum laude from the Harvard medical school where he was elected to Alpha Omega Alpha. He trained at Peter Bent Brigham hospital in Boston and at the National Heart and Lung Institute in Bethesda, Md., before going to the University of California.

He has published extensively on disease of the heart and has served as associate medical editor of the Heart Bulletin. He also is editor of Clinical Cardiology and on the editorial board of Circulation and Circulation Research. In 1971 he received a Career Development Award from the National Heart and Lung Institute. In the same year he was appointed to the advisory panel on cardiovascular renal drugs for U.S. Pharmacopeia. He is a Fellow of the Clinical Council of the American Heart Association, the American College of Cardiology and the American College of Physicians, and a member of the American Society for Clinical Investigation.

Dr. and Mrs. Sobel and their two children live in Webster Groves.
The BARNES HOSPITAL BULLETIN is published monthly for and about the employees, students and friends of Barnes Hospital. The Barnes complex includes Queeny Tower, Rand Johnson, Barnes Hospital, Barnard Hospital, East Pavilion, Renard Hospital, Wahl Hospital, Wohl Clinics and the Irene Walter Johnson Institute of Rehabilitation. The BARNES HOSPITAL BULLETIN is produced by the Public Relations Office, Barnes Hospital, Barnes Hospital Plaza, St. Louis, Mo., 63110. Telephone 454-3315.

October Tribute Fund Gifts
(Continued from page 6)
Mrs. Hildegard C. Palmer
Mr. & Mrs. Samuel Seltzer
Lou Weinhaus
Dr. & Mrs. Allan Kolker
Harry & Aline Holmes
George Wagoner
Mr. & Mrs. Romain DeMunsch
Mrs. Irma Kuhlman
Mr. & Mrs. John L. Warmbrodt
Martha Piket
Ellen O. Bohac
Mrs. Coopersmith
Mr. & Mrs. Richard T. Fisher
John Nelson
Paint, Ink Makers & Warehousemen—Local Union No. 604
Dr. Sidney Goldenberg
Faye & Frank Middleman
Lisa, Lynn & Ronnie Middleman
Mr. & Mrs. Stanley P. Kolker
Thomas David Carver
Mr. & Mrs. Henry Borsich
Mr. Albert W. Wenthe
Mr. & Mrs. John G. Burton
Mrs. Joan Carol Evans
Mr. & Mrs. Kenneth E. Kidd
Mr. & Mrs. Nat Rader
Alice Marshall
Miss Marion M. Koch
William E. Williams, Jr.
Fay & Ralph Gunn
Karen Greening
Joan & Glen Zeller
Marge & Don Williams
Barbara & Don Steinmeyer
Frieda & Bill Norton
Mrs. Robert Looffelman
Phyllis & John Rosbrugh
Mary & Bill Duncan
Shirley & Norm Robnett
Shirley & Ken Schopp
Norma & Bob McDaniel
Mr. & Mrs. Stephen Hinds
Grandma Scales
Carol & David Weis
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Doris & Joes Blackford, Jr.
Carol & Don Garbs
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Manuel & Judy Gusman
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Ollie & Audry Flatken
John & Mary Ellen Newman
Roy & Doris Elmendorf
Bob & Jackie Claeyts
Milton & Janet Sonder
Harold & Edith Leuenberg
K. Bobbie Lee Fryer
John LaBrot
National Vendors - Plt. 2
John W. Quillman
National Vendors - Plt. 2
Brooks Hubbard III
Peggy A. Peters
John J. Catalano
Mr. & Mrs. Frank Middleman
Mrs. A. N. Arneson
Mrs. Walter S. Haase
Mrs. Roe Eastman
Shirley & Norman Greitzer
In Honor Of:
Mrs. J. G. Probstien
Mrs. H. R. Hindeth
Mrs. Sam Demoff's Birthday
Mr. & Mrs. Sid Levinson
Recovery of Norfleet H. Rand
Mr. & Mrs. Stanley M. Cohen
Recovery of Mrs. Katie Beyer
Mrs. Terrye Balin
Mrs. Audrey Kolker

Pay Periods

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Christmas Music Concert
Students at the Barnes Hospital School of Nursing will present a Christmas choral concert Friday, Dec. 14, at 7 p.m. in the lobby of Queeny Tower for patients and employees of the hospital.

BARNES HOSPITAL BULLETIN
Barnes Hospital
Barnes Hospital Plaza
St. Louis, Missouri 63110