The four-story addition to the Rand-Johnson surgical wing at Barnes will be opened in April and May. A variety of accommodations combined with the latest in hospital planning will provide the patient with the finest in hospital care.

New Addition To Rand-Johnson Wing
To Open in April and May - Report Says

In his statement for the Board of Trustees, Mr. Edgar M. Queeny, chairman of the board, reviewed physical and administrative upgrading and renovation which took place last year.

Some operating rooms were renovated, he said, as were two floors of Maternity Hospital.

"Hospital administration has been strengthened," Mr. Queeny said, "with the addition of eight outstanding St. Louisans of varying creeds to the board of trustees, increasing its membership from seven to 15."

Changes in internal administration, he said, were effected through the use of management consultants, who advised reorganization for more effective supervision of the hospital's daily operation. Other consultants reviewed, defined and scheduled the duties of all employees, with the result that in 1962, more patients received more care from fewer employees than in 1961.

Also, the standard work week was decreased from 44 to 40 hours, the average pay scale was increased 24 per cent, and salaries of nurses, interns and residents were raised.

Director Harry Panhorst said group purchasing, higher salaries for better qualified employees, use of automation wherever possible in service areas, and other economy devices were used to reduce the maximum amount of value for the patient's dollar.

"Even so," Mr. Panhorst said, "free care alone was approximately $2,000,000 and the cost of professional care donated to ward patients by staff physicians, who are faculty members of the Washington University School of Medicine, is estimated at an equal amount."

Dean Edward W. Dempsey of the Washington University school of Medicine, said the association between medical schools and teaching hospitals to form medical centers have become major national and international resources in the battle against disease.

The Medical School staff participates actively in national and international enterprises, he said, "We supply advisors to such agencies as the President's Panel on Mental Retardation, to various of the Advisory Committees and Councils to the Surgeon General, to the Armed Forces Institute of Pathology, to the research committees of the National Foundation and the National Multiple Sclerosis Society, and many others."

Business Office Seeks Improved Public Image

A program to make service in the Barnes Hospital business office more friendly and personal has been introduced to business office personnel in a series of in-service training sessions.

Entitled C-A-R-E, the letters stand for courtesy, attitude, responsibility, and enthusiasm in dealing with business office clientele. The aim of the program is to help Barnes employees reflect the best possible personal and hospital image to the public.

Miss Dorothy Berry, on leave from American Airlines, is directing the plan for Barnes Hospital, which is designed to promote the friendly, personal service for which the airline is renowned.

Three business office groups have participated in the sessions, with each group attending two meetings. One more meeting is planned in which the principles of good service will be reviewed. As new people are hired in the business office, the training program will be included as part of their orientation.

Some of the practical ways of giving better service which are included in the program are: using the person's name; recognizing him promptly; giving him full attention; being sympathetic toward his problem; answering all questions; distributing correct information; being courteous over the telephone; maintaining a pleasant attitude; and taking positive action.

During the training sessions, the employees were given examples of some tough situations they might face in dealing with people, and were asked to discuss possible methods of handling the problems.

Assistant Director Robert E. Frank, Public Relations Coordinator, Leonard Hornbein, Credit and Collection Manager, John Keppel, and Head Cashier William Abel all took part in the meetings. Betty Collins, a former supervisor in the Credit Office, assisted in the planning of the sessions.

A similar program in C-A-R-E is being implemented for dispatch service and dietary aides.
Dr. Warren Appointed

The appointment of Dr. W. Dean Warren as professor and chairman of the Department of Surgery at the University of Miami has been announced by Dr. Hayden C. Nicholson, dean of the school.

Dr. Warren received his surgical training at University Hos- pital at Ann Arbor, Mich., and at Barnes Hospital.

He was chief resident in general surgery at Barnes until 1955, when he joined the faculty of the University of Virginia.

Card of Thanks

“My very sincere thanks and deep appreciation to all of the wonderful people on the Barnes staff for their flowers, cards and visits while I was undergoing treatment recently.

“During my leave of absence I will miss them all so much.

“There just aren’t enough words to really express my gratitude and to say how very nice it has been to work with such kind and thoughtful people.”

Rosema “Rose” McKee

NEW TELEPHONE BOOK HAS ‘YELLOW SECTION’

A new telephone directory for the Medical Center, featuring a “Yellow Section” with the office telephone numbers of staff professional members, was distributed this month.

Mr. C. E. Bopp, Communications Coordinator for the Medical Center, compiled the information and produced the new 38-page directory.

The book, with blue covers, is bound with a white plastic spiral binder which permits the book to lay flat when opened.

Mr. Bopp, handles all communications services within the Center, such as telephone installations and service. He also coordinates and distributes telephone charges to the various departments of the hospital complex.

He is also in charge of the public address systems throughout the hospital group. Plans are completed for installation of a new telephone switchboard, probably by early next year. It will provide faster, more efficient service.

Surprised and Pleased With Emergency

Mrs. Meece, Night Charge Nurse, Wohl Hospital, Emerg. Room.

Dear Mrs. Meece:

We hope this letter will let you and everyone else in Emergency Division know how much we appreciate, prompt, efficient attention to my father, Leon F. Mueller, meant to all of us when he was brought in critically ill early in the morning January 8th. Also, your warm-hearted, personal consideration for my mother and me helped us through a period of great fear and anxiety.

Thanks to all of you, Dad is recovering nicely at Barnes and we will be eternally grateful to every one of you.

Unless you have been on the other side of the picture, you will never realize how people picture EMERGENCY. In our case my father had to immediate attention, our family doctor had recently retired, and we had him in EMERGENCY. Thinking of it as a morbid place, filled with strangers rushing back and forth while we filled out endless forms and waited hours to know how Dad was, with no one having time to talk to us or let us know anything.

Instead, we found a beautiful, restful place with smiling, assuring friends who helped us with details so willingly and with a minimum of ‘red tape’ or waiting, and who kept us posted while Dad was getting the best of care, and who allowed us to be with him whenever it didn’t interfere with his treatment. It made him feel better and it helped us.

I cannot remember any other names, but will you please post this? Everyone can see it. We would like to thank all the doctors, interns, nurses, aides, receptionists and the Es- corts.

This applies also to Barnes Admitting Office. The lady there was very courteous and considerate.

Sincerely,
(Mrs.) Bernice M. Konert (Daughter)

Musical Program Monday, March 4

The Women’s Auxiliary will present an hour of musical en- tertainment for patients, their friends and hospital employees on the evening of Monday, March 4.

This program will be held in Wohl Auditorium and will begin at 7:15 p.m.

There is no charge for attending the program, which is presented each month by the Women’s Auxiliary.
Chaplain's Corner
By George A. Bowles

The simple possession of words comprises one of the greatest treasures known to man.

Words are most interesting and important. In fact, it is through them that we get most of the direction for our daily living, and the decisions of a nation are made known to us through this means. Without them we could not make many meaningful friends, nor could we expand our knowledge in many directions.

As children, young people, and adults we are fascinated by new words or combinations of them into terms. We sneak away to a certain book to find out what they mean (and this is a good habit to form). We can all think of such experiences, and the thrill of the enlightenment that has resulted.

A term that made me perk up the first time I heard it was “esprit de corps”. It all sounded so much beyond my age of understanding. The dictionary informed me that this referred to “the spirit of a body; sense formed me that this referred to whatever gives a meaning (and this is a good habit to form). We can all think of such experiences, and the thrill of the enlightenment that has resulted.

Across the years I have come to believe that this is one of the foundation stones in the building of a home, a community, an institution, a profession, a nation, or a world. We are living in a time when great emphasis is being placed on this term as a way to build a better world in all relationships, and every person sincerely wants one.

Freedom Fighter Becomes Citizen

Dr. Leslie John Szabo, Chief Resident Physician in charge of the ear, nose and throat department at Barnes, became an American citizen Feb. 1.

Dr. Szabo fled from his native Hungary in the unsuccessful revolt against Communism in 1957. After fleeing Hungary, Dr. Szabo made his way into Yugoslavia, where he won a commendation from the United States Public Health Service for his assistance in screening refugees wanting to come to this country.

Dr. Szabo has been at Barnes for four years and plans to be married soon.

We were one of 34 persons sworn in by United States District Judge Roy W. Harper in ceremonies at the Federal Courthouse.

Our first concern is the comfort and welfare of the patient.

Know Your Hospital

Dispatch Duties Many And Diversified;
1,200 Trips Made Daily Over 15 Acres

The Dispatch Department of the Medical Center is seldom if ever bothered by “snow or rain” or the other things which plague the postman.

Their problem is much more complex.

They must move a given number of people and materials to points scattered over a 15-acre plot, using prescribed means, and departing and arriving at set times.

To do this, Dispatch employees make a total of 1,000 to 1,200 trips per day. The figures also show many of the employees walk an average of 14 miles per day.

Involved in the task of keeping up with the complex job of maintaining an efficient system of communication and transportation are four divisions of the Dispatch Department. They: Escort Messenger, Shuttle Run Service, Mail Service and Motor Service.

Coordinator of the department is Mr. Norman Reynolds. He is aided in his task by Assistant Coordinator William Logan and Supervisor Mrs. Wanda Smith.

Escort Messenger Service is on call 24 hours a day, seven days a week, from the various areas of the hospital center.

Utilize Return Trip

Your call for delivery or pick-up is received by one of three operators who make out a trip ticket showing what is to go where and by what means.

Dispatcher Mrs. Dorothy Seal checks to determine what pick-ups might be waiting in the delivery area and consults a chart as to how long the trip will take.

Assistant Dispatcher Richard Schnebeln coordinates the data and records times of departure and arrival.

Escort Messenger Service also provides the personnel to operate the elevators which require this service.

The Shuttle Run is scheduled throughout the day with 94 stopping points which must be reached in one-hour's time.

The service operates from 8 a.m. to 9 p.m., and the runners make 9 trips per day.

Runs Color Coded

There is the White Run which covers McMillan, Maternity and the Print Shop. The Pink Run covers Wohl, Renard 1200 and 7200. The Blue run is to administrative areas.

The Mail Service operates on an 8 a.m. to 5 p.m. basis daily and from 8 a.m. to 12 noon on Saturday.

Incoming mail is picked up at the General Post Office for distribution within the hospitals while outgoing mail from the shuttle service is processed. Cost of postage for outgoing hospital mail averages $1,400 per month.

Maintain Buses, Wagon

Several of the employes are retired Post Office employees. Motor Service includes a general delivery truck and two busses which transport night nurses to and from the Medical Center.

The Delivery truck follows a daily schedule for local pick up and delivery of material. It also makes a daily mail pickup at the Post Office and delivers packages from the Medical Center to the Post Office. The truck also picks up purchases and makes deliveries for other departments of the hospital.

The department also maintains a new station wagon.
Expand Safety, Security Plans

Further expansion and coordination of the safety and security program at Barnes Hospital-Washington School of Medicine Medical Center was marked this month by the appointment of Mr. Wayne W. Dodgion as Coordinator of Safety and Security.

Few hospitals have such a post.

The appointment was announced by Associate Director Joseph Greco and marks a continuing effort on the part of the Medical Center to focus attention on the safety and security of the patients, personnel and visitors.

"The Medical Center has been fortunate in having an effective safety and security program. The appointment of Mr. Dodgion, who holds a degree in fire and safety from Oklahoma A&M, is a major step in upgrading our present program," Mr. Greco said.

It also indicates the necessity for each and every employee of the Center to remain constantly aware of the hazards and to acquaint himself with the procedures to be followed in any emergency," he continued.

"His main efforts will be directed toward developing a program of education so that all Medical Center employees will be conversant with fire fighting techniques and the operation of fire equipment," he added.

Mr. Dodgion is a native of Ft. Cobb, Oklahoma. Prior to his appointment, he was employed for three and one-half years by Aetna Casualty and Surety Company. He resides in Overland, is married and has two children.

He will also be responsible for employe accident investigation, safety engineering, safety enforcement, and coordinating the efforts of the Medical Center with those of city fire and safety officials.

Promotions Given To 31 Employes

Thirty-one persons won promotions at Barnes during the period from January 9 to February 20, the Personnel Office reported.

Pearline Hayes was advanced to senior head nurse. Marcelle Hoffman and LaFrancis Cockrill were promoted to head nurse, along with Georgia Reed and Dorothy Marie Mason.

Appointed assistant head nurse were Sonja Reyes and Blanche Bennett.

Advanced from nurse assistant to practical nurse was Kirk Campbell.

Ten student nurse assistants were advanced to junior nurse assistant. They are: Esther Mae Cameron, Mary L. Dillon, Rose Merry Brown, Leatha Henson, Ruth Ann Ford, Martha Jean Foster, Alice Nelson, Mae Lema Meredith, Vorgie Marshall and James Haney.

Charlotte Jackson moved up from junior nurse assistant to nurse assistant. Ruby Yarbrough and Ethel McCullough advanced from nurse assistant to senior nurse assistant.

In other appointments, Bernadette Burns and Julia M. McDougall were promoted to administrative secretary, Norman Thomas advanced to disease coding clerk, Melvin Lloyd Robinson was made acting supervisor, Zella Frisch becomes dishroom supervisor, Joyce Corder and Edna Mae Earney were promoted to food service hostesses, H. A. Zimmerly and Richard Schneblin moved up to assistant dispatcher and H. I. Chambers is construction foreman.

February Anniversaries

Six persons observed anniversaries of employment at Barnes during the month of February with Mrs. Thelma R. Teachener of the Department of Nursing claiming the seniority honors.

Mrs. Teachener, who has been on educational leave for the past two years, started service at Barnes in 1943. She was an instructor in the School of Nursing before taking her leave to obtain her Masters Degree.

Off duty, Mrs. Teachener devotes much of her time to church work.

Marking 10 years with the hospital this month is Miss Samantha P. Smith of Pharmacy. Miss Smith packages drugs for patients and personnel and likes her work "quite well." She started at Barnes in 1952.

Completing five years at Barnes this month are Agatha M. Howard, Laboratory; Patricia King, Dietary; Irma J. Kuhlman, McMillan Admitting and Norma Lee Sternberg, Nursing.

DEADLINE NOTICE

The deadline for getting news into the Hospital Record has been set at the 15th of each month.

Copy received after that date will have to wait until the following issue.

New Service

Lose something? Have something to sell? Need a ride? Find something? Send a note to the Public Relations Department, 4th floor Barnes, and we will print it.

Safety Tip

In case of an emergency at the Medical Center, DO NOT reach for the telephone.

Those involved in handling the emergency need all available telephone lines at such a time.

The situation can be made immeasurably more difficult to control if the switchboard is swamped with calls.

Therefore, when an emergency arises, keep calm and keep off the phone.