On June 22 the Barnes Hospital Auxiliary re instituted its Candy Striper program for the summer, and 29 girls started serving in various offices throughout the hospital. The display shown above, depicting activities of Candy Stripers last year, was set up in Wohl Dining Room for the Candy Stripe orientation program on June 22, and is now on display in one of the Drug Store windows. Many Candy Striper applicants were turned away this year, but the Auxiliary hopes to expand its services next summer to include about 150 of the girls who wish to do volunteer work at Barnes.
Our sympathy is extended to the family of BESSIE S. BRANDLE, Ward Clerk in the W.U. Clinics, who unexpectedly died May 24. The Metropolitan Life Insurance carried by Mrs. Brandle through the hospital’s group plan was paid to her daughter, Mrs. Mary Kathryn Kraemer. Our sympathy also to the sorrowing family of ELSIE M. WALLACE, Nurse Assistant in McMillan, who died unexpectedly on May 31 after working Memorial Day. Mrs. Wanda Caby is the daughter of Mrs. Wallace, and beneficiary of the life insurance which Mrs. Wallace carried through the hospital.

DR. DIXON SPIVY, Intern in Private Medicine, is a patient in 3108. Best wishes to HARVEY ROBERTSON, Barber Shop Manager, who is still a patient in 1108 after suffering a heart attack two weeks ago.

Jimmy Cook, son of DORIS COOK, Dietitian, is the new shotput champion of the St. Louis District High School meet, and is one of the third generation of Cooks who figure in local sports history. Jimmy’s father was the late Dave Cook, who 21 years ago put the shot 47 feet 5½ inches the first time the event was held on the Junior program. And Jimmy’s grandfather, also Jim Cook, was famous as a coach of sports teams at Soldan High 40 years ago.

For the coming year DR. C. 0. VERMILLION, Associate Director, is chairman of the Executive Committee of the Men’s Faculty Club of Washington University, and is also chairman of the Alumni Advisory Committee of Phi Beta Pi.

NAN GORDON, Nursing, and Mr. Donald V. Graneman were married May 9 in Jefferson City.

Pearl of the Month: “A pleasant smile brings the largest returns on the smallest investment.”

DR. JESSIE L. TERNBERG, first woman Resident in Surgery at Barnes Hospital, was one of nine women who have been in the news during the past year who were honored at a “Ladies of the Press Breakfast” by Theta Sigma Phi, professional journalism society for women, on May 23 at Henrici’s Restaurant, 4630 Lindell Boulevard.

PALLEE MOORE, Laboratory, was married to Mr. Fred Glen at the St. Louis City Hall in June.

Recently hospitalized were DR. VINCENTE TUASON, Psychiatry House Staff (Wohl); DR. WILLIAM COXE, Assistant Surgeon (3107); and THELMA WINTERS, Admitting Office (8220). DR. RAY KELTNER, Assistant Resident in Surgery, recently became the father of a baby boy, the Keltner’s

(Continued on back page, Column 2)
AUTOMATION COMES TO ANALYTICAL CHEMISTRY

The small devices shown above in operation in the Chemistry Laboratory are collectively called a Technicon AutoAnalyzer, and is the first truly automatic machine built which will perform laboratory procedures heretofore only done by trained technicians. The AutoAnalyzer performs certain blood tests automatically with the highest degree of accuracy and dependability.

Operation of the machine, known affectionately to Chemistry Laboratory personnel as "Alvin," begins by setting it for a certain test, then placing blood samples in the sample plate. The plate has a capacity of forty samples. The machine is then turned on, and the operation thereafter is completely automatic. A small tube dips into one of the sample cups, which is covered until ready for use, and vacuums the correct amount of blood into the pump where it is mixed with required solutions in correct proportions. The mixture is then pumped to the dialyzer where separation of colloids takes place by diffusion through membranes. The residue then goes to the heater bath where it is heated to the correct temperature, and then to the colorimeter which electronically reads the colors and transfers the reading to the recorder which draws the reading on moving graph. The seven procedures automatically performed by the AutoAnalyzer are otherwise manual procedures.

The AutoAnalyzer processes forty tests a

(Continued on Page 4, Column 2)
DELORES MITCHELL, Nurse Assistant, resumed her former duties May 21. JEAN REED, R.N., returned on a part time basis May 23. ELIZABETH TATE, Dietary, returned May 23. MINNIE M. ELLIOTT, Nurse Assistant in the OR who resigned in 1957 to join her husband who was in military service, returned May 27. GLENDON N. NEBULONI, former Head Nurse in the W. U. Clinics who also resigned in 1957 to be with her husband while he completed his military training, returned May 25 as Assistant Head Nurse in the Clinics. BERNICE COLEMAN, Nurse Assistant, returned May 23 and is assigned to the OR. GEORGIA RACKETE, R. N., resumed her former position in the Recovery Room June 2. BERNICE BUTTS, former Nurse Aide, returned June 5 to work in the McMillan Chocolate Shoppe. MILLIE SULLIVAN, Ward Clerk, returned June 1 and is now assigned to Maternity Hospital. BESSIE WATKINS, Nurse Aide who resigned to become a mother, returned June 1. SUE ELLEN DENNY, Nurse Assistant, returned June 10. YVONNE KEYS, Nurse Aide, resumed her former duties June 17. Students who have returned this summer to provide vacation relief for full time employees include: Yvonne Thompson, Surgical Pathology Secretary; Cynthia Vandenbergh, Surgical Pathology Laboratory; Suzanne Lucas, Barnes Credit; Neal Hern, Orderly; Earl Allen, Orderly; Sandra Car- tee, Nurse Assistant; Clovis G. Mayhall, Orderly; Oscar Soule, Orderly; Jerry Krasner, Clinic Maintenance; Esther Reh- waldt, Maternity Admitting; F. A. Jacobs, Pharmacy; Sarah Jane Roberts, 52 Chest; Robert G. Votaw, Occupational Therapy Assistant; and Ann Wasserman, Anesthesia Secretary. Welcome Back!

ORCHIDS TO YOU

Due to mechanical breakdown the electricity was cut off in Maternity Hospital on Friday, June 12, from 3:50 p.m. to 8:30 p.m. The employees in Maternity distinguished themselves by providing uninterrupted service to patients through this emergency.

Where normally the Airline Food Service carts are transported to nursing divisions on elevators, Dietary Department personnel carried individual patient trays up several flights of stairs. Maintenance Department employees worked overtime until electrical service was restored. Several employees not assigned to Maternity offered their help, and some of them were of great assistance in enabling the hospital to continue its functions.

We are extremely grateful to these employees for their loyalty to the hospital and the patients dependent upon them. To each of them, for a difficult job well done, we say: "Thank you!"

Sincerely,

F. R. Bradley, M. D.
Director.

AUTOANALYZER (Con't from Page 3)

about the same rate of speed a good technician could run them, but relieves the technician for other duties while the machine does the work. It also lessens the possibility of human error, and eliminates use of approximately 4,000 pieces of glassware each week.
Anniversaries

15 YEARS

KATHRYN McCAIN, R. N., Night Nursing Supervisor in Renard and McMillan Hospitals, completed 15 years of continuous employment on June 28. Miss McCain first came to St. Louis from her home in Dyer, Tennessee to enter nurses' training. She remained here after graduating from the Washington University School of Nursing, and did private duty until coming on staff at Barnes. She has just returned from a two week vacation which she spent visiting her mother and sisters all of whom still live in Dyer. Miss McCain enjoys classical music, traveling, and the theatre.

MAE HELEN RILEY first began her job of folding linen in the Barnes Hospital Laundry on June 5, 1944. Outside her job her only interest is various church activities. All her spare time is spent working for the Pentecost Church at 1805 Wagner, of which she is secretary, and her vacations each year are spent at her church's annual convocation. Right now she is busy raising funds for the church by selling chicken dinners to be delivered at noon, July 3. So if you want a chicken dinner on July 3, Mae will be happy to hear from you!

GRACE KIRK, Housekeeping, completed 15 years at Barnes on June 7. She had worked very little outside her home prior to her employment here, but wanted to do something useful when her son enlisted in the Army for service during World War II. Even though Grace has reached retirement age, her husband is unable to work and they are only eligible for very small retirement benefits. Acceptance of Social Security by employees was optional when hospital workers first came under the Social Security Administration program on January 1, 1951, and Grace elected not to be covered by its regulations. Last year she applied for Social Security and is now building up her credits for retirement at some future date. Grace says that she is fortunate in having excellent health, and that she hopes to continue on her job as long as she can perform her duties satisfactorily.

CYNTHIA F. BROWN has worked as Nurse Assistant on the evening shift for 15 years, and is presently assigned to 3 Wohl. Mrs. Brown is a widow, and for over 30 years has resided at 4129 Cook Avenue. When her only daughter (whom the Browns adopted when she was a baby) was married and moved away, Mrs. Brown accepted two elderly widows who still share her home. She now has three grandchildren, but seldom visits them even though they live in the city. Mrs. Brown says she is too tired and nervous nowadays to do more than take care of her job and her home, and is looking forward to the end of this year when she will be eligible for retirement under Social Security. Her only retirement plan is that she "just wants to rest."

10 YEARS

JENNIE FRENCH, called "Sis" by her many friends at Barnes, has not missed a single day's work during the 10 years she has spent as a Nurse Assistant in the Operating Rooms. Mrs. French is enthusiastic about her work, and says that much of the pleasure she derives from her job is due to her excellent supervisors and the wonderful people with whom she works. She is a native St. Louisan, and all her family are residents of the city. She is a member of the Union Memorial Church. At home she likes to sew and "just relax", and she spends most of her vacations leisurely at home even though she likes to travel. Her idea of a "dream" vacation, which she hopes to attain some
day, is an extended trip to Mexico.

MINNIE OVERALL, presently on vacation in Tennessee, completed 10 years as Seamstress in the Barnes Linen Room on June 18. Her fellow workers, from whom we obtained this news item, have extremely high regard for Mrs. Overall both as a person and for her production ability on the job. Born in Lebanon, Tennessee, Mrs. Overall came to St. Louis about 20 years ago and worked at Emerson Electric and Hotel Statler before coming to Barnes. She is a member of the Church of Christ. Each year she spends her vacation with her son and grandchildren in Murfreesboro, Tennessee, and visits her sisters in Nashville. Mrs. Overall is nearing retirement age—presently she considers Florida the ideal place to retire.

BEssIE CArTMELL has worked in the Dietary Department since June 28, 1949, and is presently assigned to the W. U. Clinics Snack Bar. Born in Little Rock, Ark., Bessie moved to St. Louis at an early age. She graduated from Vashon High School, and worked in private homes until she began her employment at Barnes. Bessie’s chief interests outside her job are cooking (her favorite food is turkey a la king), and entertaining children by reading stories aloud and reciting poetry. Her favorite wish is that someday the hospital will have a bright new kitchen.

THELMa HENRY, Checker in the Barnes Cafeteria, celebrated her 10th anniversary at Barnes on June 1. Mrs. Henry says the wonderful people with whom she works makes her job a pleasure, and she thinks highly of the Dietary Department and its efficient organization. She has four children and fifteen grandchildren, all in St. Louis, and spends many hours at her favorite pastime of baby-sitting with her grandchildren. Mrs. Henry married at 18, and had never worked outside her home before coming to Barnes.

WILMA KOEHLER, R. N., who has spent almost all the past 18 years at Barnes, completed 10 years of continuous part-time employment on June 8. Born and reared in Kentucky, Mrs. Koehler married soon after her graduation from St. Mary’s Hospital School of Nursing in Cairo, Illinois. She had not planned to work after marriage, but in 1941 took a refresher course and came to work at Barnes full time until the close of World War II. In May, 1949 she went off staff because of illness in her family, but returned the following month and since that time has worked two days each week. Last year Mrs. Koehler and her husband sold their business interests here and moved to a small retirement farm they own in Kentucky. Mrs. Koehler says she loves the two days she spends at Barnes each week, and plans to continue in spite of their retirement and the long drive to Saint Louis. The Koehlers have one daughter and three grandchildren.

5 YEARS

Those who completed five years of continuous employment in June are:

James R. Robinson, Laundry (6-17-54);
R. Ree Chamberlain, Dietary (6-1-54);
Ethelrene Brandon, Nursing (6-19-54);
Marjorie Gedney, Chief Cytology Technician (6-7-54);
Isabel Hudgins, Blood Bank Technician (6-1-54);
Ethel Rucker, Nurse Assistant in McMillan (6-29-54);
Ida Dunbar, Clinic Admitting (6-1-54); and
Jean C. Schultz, Social Service Case-worker (6-10-54).

A SMILE INCREASES YOUR FACE VALUE.
FORWARDING ADDRESSES OF HOUSE OFFICERS LEAVING STAFF JUNE 30

Archila, Dr. Alfredo: Carrera 16, No. 39-65, Bogota, Colombia, South America
Bakemeier, Dr. Richard F.: Inst. of Arthritis & Metabolic Diseases, National Institute of Health, Bethesda 14, Maryland
Belew, Dr. Joe Edward: St. Luke's Hospital, 5525 Delmar, St. Louis 12, Mo.
Berler, Dr. David K.: The New York Hospital, 568 E. 68th St., New York, N. Y.
Bivings, Dr. F. Gary: Ellis Fischel State Cancer Hospital, Columbia, Mo.
Blum, Dr. Martin H.: 176 East 176th St., Bronx 57, N. Y.
Brown, Dr. Mark: 3264 January Avenue, St. Louis 9, Mo.
Christensen, Dr. Robert E.: 601 Magnolia Drive, San Gabriel, Calif.
Cooke, Dr. C. Robert: Johns Hopkins Hospital, Dep't of Medicine, Baltimore, Md.
Dimakulangan, Dr. Anador A.: U. P. College of Medicine, Manila, Philippines
Duffy, Dr. Francis G.: 7615 Carondelet Avenue, Clayton 5, Mo.
Efstathianos, Dr. Kimon: Psychopathic Hospital, Winnipeg 3, Manitoba, Canada
Ellis, Dr. Leonard B.: No. 6 Signal Hill Blvd., East St. Louis, Illinois
Farah, Dr. Fuad S.: American University of Beirut, Beirut, Lebanon
Field, Dr. Morton H.: Air Force Hospital, Richards Gebaur AFB, Mo.
Gage, Dr. Tracy D.: John Sealy Hospital, Univ. of Texas, Galveston, Texas
Garcia, Dr. Ramon: 1298 St. Mark's Avenue, Brooklyn 13, N. Y.
Gathe, Dr. Joseph C.: 4143a San Francisco, St. Louis, Mo.
Gilpatrick, Dr. Thomas S.: Paulson Medical-Dental Bldg., Spokane 1, Wash.
Goldstein, Dr. Edward S.: Jackson Memorial Hospital, Miami, Florida
Graham, Dr. John C.: 151 Yale Avenue, Winnipeg 9, Manitoba, Canada
Grayson, Dr. Richard R.: Columbia, Missouri (Address tentative)
Gualtieri, Dr. Anthony C.: 16141 Escobar Avenue, Los Gatos, Calif.
Guidotti, Dr. Guido: The Rockefeller Institute, York Ave. & 66th Street, New York 21, N. Y.
Gupta, Dr. Narayan C.: St. Louis State Hospital, 5400 Arsenal, St. Louis 9, Mo.
Harris, Dr. Hugh S.: Rt. 4, Box 169, Natchez, Miss.
Hosford, Dr. R. Gordon: 6719 Golf Drive, Dallas 5, Texas
Huang, Dr. Shi Hui: Dep't of Surgery, National Taiwan University Hospital, Taipei, Formosa
Hyland, Dr. John W.: Peter Bent Brigham Hospital, Cardiology, Boston, Mass.
Kardesch, Dr. Milton: (Forwarding address unknown)
Kashgarian, Dr. Michael: Dep't of Pathology, Yale Univ. School of Medicine, New Haven, Conn.
Keelan, Dr. Edward M.: Hall-Brooke, Box 31, Greens Farms, Conn.
Kenner, Dr. Gerald: (October, 1959): Massachusetts General Hospital, Boston, Mass.
Krickstein, Dr. Herbert: Massachusetts General Hospital, Fruit Street, Boston 14, Mass.
Lansche, Dr. W. Edward: 1322 McCutcheon, Richmond Heights 17, Mo.
Lerner, Dr. Albert Martin: Thorndike Memorial Laboratory, Boston City Hospital, Boston, Mass.
Lessner, Dr. Howard E.: Jackson Memorial Hospital, Dep't of Med., Miami, Fla.
Liebhaber, Dr. Harvey: Inst. of Allergy & Infections, National Institutes of Health, Bethesda 14, Maryland
Liebman, Dr. Paul A.: 46 Manor Parkway, Rochester 20, N. Y.
Little, Dr. John R.: Div. of Clinical Pathology, National Institutes of Health, Bethesda 14, Maryland
Maletich, Dr. Robert T.: Jewish Hospital, 216 So. Kingshighway, St. Louis, Mo.
Mangum, Dr. Addison G.: 202 W. 10th Street, Gastonia, N. C.
McClintock, Dr. Everett M.: 5606 W. Markham, Little Rock, Arkansas
Mendelson, Dr. Robert S.: Jewish Hospital, 216 So. Kingshighway, St. Louis, Mo.
Nelson, Dr. J. Roger: 529 Pamela Lane, Kirkwood, Mo.
Oglesby, Dr. Richard B.: Ophthalmology Branch of Neurological Dis. & Blindness, National Institutes of Health, Bethesda 14, Maryland
Okun, Dr. Edward: Inst. of Neurological Dis. & Blindness, National Institutes of Health, Bethesda 14, Maryland
Osterholm, Dr. Jewell T.: Montreal Neurological Institute, 301 University St., Montreal, Canada
Perkins, Dr. David E.: (Forwarding address unknown)
Phelps, Dr. Herschel R.: 1571 Leyden Street, Denver 20, Colo.
Pitcock, Dr. James A.: 753 Lamar Avenue, Paris, Texas
Rabkin, Dr. Richard: Gunter AFB, Alabama (until October, 1959); Base Hospital, Wright-Patterson AFB, Ohio (after October, 1959)
Rajguru, Dr. Biswambhar: c/o Daniel D. Swinney, Dep’t of Health, Education & Welfare, Washington 25, D. C.
Rasberry, Dr. James N.: Dep’t of Ophthalmology, Lackland AFB Hospital, Lackland AFB, Texas
Rizk, Dr. Victor E.: Univ. of Alabama Medical Center, Dep’t of Medicine, Birmingham 3, Alabama.
Robertson, Dr. John P.: 4402 McPherson Avenue, St. Louis, Missouri
Roman, Dr. Gonzalo T.: 598 Sulucan, Sampaloc, Manila, Philippines
Sawyer, Dr. William D.: (Forwarding address unknown)
Schatten, Dr. William E.: 710 Peachtree Street, N. E., Atlanta 8, Ga.
Sledge, Dr. Clement B.: Boston Children’s Hospital, Dep’t of Orthopedics, Boston, Mass.
Sly, Dr. William Shuford, National Heart Institute, Research Division, Bethesda 14, Maryland
Smith, Dr. Joe Robert: 512 Broad, Warrensburg, Missouri
Sturim, Dr. Howard S.: 1779 Tenbroeck Avenue, New York 61, N. Y.
Toomey, Dr. James M.: 120 Larkspur St., Springfield 8, Mass. (entering U. S. Navy)
Ullian, Dr. Robert B.: 155 Longwood Avenue, Brookline 46, Mass.
Vanasupa, Dr. Prabhonda: Upstates Med. Center of New York, 150 Marshall Street, Syracuse, N. Y.
Varela, Dr. Nemesio G.: Cuahutemoc No. 29, Chalco, Mexico
Watson, Dr. Ronald K.: 4520 Forest Park, St. Louis 8, Mo.
Wilcox, Dr. Benson R.: North Carolina Memorial Hospital, Chapel Hill, N. C.
Winterling, Dr. Charles August: 145 Marshall Circle, Pittsburgh 36, Pa.
Wohl, Dr. Martin Jay: National Institute of Arthritis & Metabolic Diseases, Bethesda 14, Maryland
Word, Dr. Benjamin H.: Univ. of Virginia Hospital, Box 1842, University Station, Charlottesville, Va.
Yunis, Dr. Adel A.: Univ. of Washington, Dep’t of Biochemistry, Seattle, Wash.
My husband left home that morning without realizing how ill he really was, and was taken to the hospital straight from work. “It’s for your protection as well as for his good,” our family doctor explained over the telephone. “Flu is contagious, you know, so his being at home would expose you unnecessarily. This is a vicious type of virus, and seems particularly hostile to pregnant women.”

He was right. That 1917 influenza epidemic took a heavy toll, especially of expectant mothers. Some of them were my own friends and neighbors.

Intermingled with my grief was my gratitude for a doctor’s advice to me and a hospital’s care of my husband. “The way they got things done there!” he kept saying when he got home. “Some of us pretty sick, and all of us miserable and cranky. But we were treated with every consideration, got what we needed when we needed it without fuss or friction. Company I work for could use some of that good old Baylor know-how. And so could you, my dear. Better food served on time, system, efficiency, morale building at all times--them’s my orders to you from now on!”

And many years later during each “recovery” period from cerebral hemorrhage, he’d say, “Everybody at this hospital knows his job and does it so quietly and efficiently and methodically. Knows what to do and when, when to be patiently deliberate and when to be fast!”

He didn’t know, of course, for he was always unconscious when he was brought in, but I always breathed a prayer of thanks for the speedy work of the hospital staff because death relentlessly raced alongside of us every one of those emergency trips, determined that this time the ambulance’s speed and the hospital’s corps of workers would be outdone for sure.

All known and available equipment in their skilled hands to prolong his life for awhile, make him more comfortable, free him from pain when possible. What a comfort this was.

What satisfaction, knowing that he would be treated as an individual, not just “another hopeless patient.” “Better send out for a present,” one of the doctors would say. “We’ll have you home for Christmas, and the little woman won’t like it if you don’t have something under the tree for her!”

And what reassurance, knowing I’d be notified of any change and that I’d always have things explained to me in terms I could understand.

Doctors and nurses sometimes have to work like (what seems to us) machines. They have to build some sort of emotional insulation about themselves or their own hearts would break at the things they see. But most of them have loved, suffered, despaired, hoped, faced personal crises of some kind at some time, even as you and I. Within their hearts are much warmth and understanding. Otherwise, they would not be doctors and nurses.

I have been hospitalized many times: twice to increase the vital statistics, twice for eye surgery, several times for miscellaneous illnesses, and never once has a hospital sold me short, never once failed to cooperate with my doctors, to grant my wishes when possible, to make duplicate bills for insurance claims, to do anything within reason to keep me im-
proving physically, feeling secure and satisfied.

There have been times when I had to stay in a crowded ward until a needed room was available--such shortages are inevitable and unavoidable.

Sometimes when I was in a sociable mood I have regretted that my company had to leave me sooner than I liked or couldn't come to see me as soon as I liked, but rules are made in the best interest of many and can't be broken for the pleasure of an individual. In a few instances food wasn't exactly to my liking, but doctor's orders must have precedence over patients' whims, and sick people are notoriously finicky eaters.

I always fussed about the bills but when I considered the countless services I received I admitted to myself--but never before now to a hospital--that the charges were very reasonable for the many things I got, including the countless intangibles I could never evaluate, little inconsequential things like living instead of dying, being brought from a hot, vast, rolling sea of pain onto a blessedly cool island of ease and comfort, or a firm hand pressing on my own and a reassuring voice saying, "Go back to sleep now. Remember--I'm here!"

Wonderful institutions, hospitals!

Institutions? They are a way of life--a life of fewer and shorter illnesses, less pain--and more hope!

EDITOR'S NOTE: This is the winning entry in an essay contest, "What's Right With Hospitals" sponsored by Baylor University Medical Center in observance of National Hospital Week. Mrs. Wilson is a fifth-grade teacher in Dallas public schools.

Mr. Julius Krasner, Laundry Manager, speaking to the department heads of Barnes Hospital at their May 13 meeting. Mr. Krasner, who is president of the Institutional Laundry Managers Association of Greater St. Louis, advised the group of steps the laundry is taking to assure the decontamination of all linens. He also discussed the loss in tensile strength of various fabrics during the laundering process, and reported on the highlights of the recent meeting in Oklahoma City of the Institutional Laundries Managers National Association.

"The way taxes are today, you might as well marry for love!"
WOW, WHAT SERVICE!

That was the reaction of Mrs. F. J. (Marjorie) Catanzaro when she was recently a patient in Maternity Hospital, and she emphasized the point by having a cake delivered to the 7th floor employees with "Wow, what service" written on top in bakers' icing. Below with the cake are, left to right; Adelaide Moellenhoff, R. N., the very photogenic Mrs. Catanzaro, and Miss Loretta Goatley, Head Nurse on 7 Maternity. Admiring the cake on the next page are: Miss Goatley, Charlene Johnson, Deloice Griffin, Mrs. Moellenhoff, and Katherine Boien. This clever idea on the part of Mrs. Catanzaro is entertaining and newsworthy (and good eating!), but of interest also is the "Compliment" file in the office of Mrs. C. S. Knowles, Associate Director in charge of Maternity, which constantly grows larger with letters of thanks from patients and their families for exceptionally good nursing care and service. So for Maternity Hospital employees who do not already know, these two pages tell what your patients think about you!

Board of Directors
St. Louis Maternity Hospital
630 South Kingshighway
St. Louis, Missouri

Gentlemen:

I am writing to tell you of the kind and splendid feeling and splendid tribute received in my wife's name during her confinement at the St. Louis Maternity Hospital. We also wish to commend the following staff in their care of the patient and the care of the baby. Thank you for your kindness and consideration.

[Signature]

I would like to tell all of you the entire experience was comfortable, and I am sure that my wife and I feel very grateful for the way in which we were treated.
June, 1959

To the people at St. Louis Hospital,

I recently gave birth to a baby boy and my wife and I were greatly impressed by the fine care which she was given. I particularly would like to express my gratitude to Dr. Allen, who was so kind as to be on the seventh floor -

I was so impressed with the warm care that my wife received, I would like to express my appreciation. I would also like to thank the office staff and all the wonderful nurses, student nurses and aides for the grand care I received. I could not have received finer care anywhere - and I want you to know that your efforts were truly appreciated.

Sincerely,

Mr. N.

P.S. A photo of the nurses who cared for me was attached to this letter.
The month of June can be a very refreshing time of the year. On the other hand, there are those who would not agree with this pronouncement. It is largely a matter of viewpoint. Those with an optimistic spirit get a thrill out of the realization that summer has arrived. They share the hope that comes to young people as they pass through the commencement experiences of various schools and colleges. They are reminded of the fact that love prevails as they see loved ones and friends enter into the beautiful plan of making a home together. Visits that have not been experienced for a year or more give another happy side to summer living. Other reasons for joy could be added.

Those who have selected to employ the pessimistic point of view are not going to get the same charge out of the season that is ahead of us for a while. Summer will be looked upon simply as a time of excessive heat. Young people who have finished periods of preparation for life will be thought of as individuals who are headed for a lot of disappointment in a cruel world. The couples who enter the experience of marriage will be labeled by some as people headed for a fall. Other reasons for unhappiness could be added.

To be honest with life, one must admit that there are some very real reasons that enter into the creation of attitudes of both joy and unhappiness. One confession that helps is that there are times when we are less optimistic than we ought to be, and there are others when we are more pessimistic than we have a right to be. In spite of it all, it is great to live!

LET’S IMPROVE OUR TELEPHONE MANNERS

Your telephone personality often is the only way people can judge you, and Barnes Hospital. Here are a few points to help us improve our “telephone courtesy.”

1. Be prompt — in answering the telephone.
2. Identify yourself immediately, both when receiving calls and when making one.
3. Speak distinctly, pleasant and naturally.
4. Be prepared to take messages properly. Always keep a pad and pencil close to the telephone.
5. Secure complete and accurate information.
6. Be tactful and courteous in your choice of words and phrases. Always remember the value of “Please” and “Thank you.”
7. Handle calls to completion when possible. If you must transfer, explain what you are doing and signal the operator slowly and carefully.
8. If, during a call, you must leave the line, explain the delay and return as promptly as possible.
9. End the call politely, and replace the receiver gently.
10. Arrange to have your telephone answered when you are away from it, and if possible leave word where you can be reached.

“You’ll find the main difference is that you’ll be whistled for instead of at.”
AM I A BOOSTER?

Do you know that each one of us is a “Booster” of Barnes Hospital—or else we are the antithesis of a Booster in which case we should seek employment elsewhere. It’s just that simple.

There are two times when we have the opportunity to boost the hospital—while we are on the job and during off-duty hours. Boosting the hospital while off-duty is simply a matter of conversation, but while working it is another matter entirely.

Our work in the hospital is not like a factory or a business where you work in areas fairly well cut off from the outside. Our hospital work involves important steps in rendering human service, oftentimes vital service. Actually, we are constantly before the public eye, perhaps right at the time when we are rendering some phase of this service. And probably more often when we are engaged in conversations and other human relationships with patients, their relatives and visitors.

It is at this time that we are under the public “microscope” because you and your work really interests the average person, particularly if the person is a patient or relative of a patient.

(Continued on back page, Column 1)

1959 Graduates of Washington University Course in

HOSPITAL ADMINISTRATION

Clingman, Arthurline: Administrative Assistant, VA Hospital, Houston, Texas
Faries, James A.: Personnel Director, Research Hospital, Kansas City, Missouri
Hays, Howard L.: Administrative Assistant, Iowa Methodist Hospital, Des Moines, Iowa
Hepner, James O.: Administrative Assistant, Jewish Hospital, St. Louis, Missouri
Hethcock, Alva: Administrative Assistant, Baptist Memorial Hospital, Memphis, Tenn.
Hudson, Charles: Administrative Assistant, University of Mississippi Medical Center, Jackson, Miss.
Jarrett, Charles: Assistant Administrator, Charleston Memorial Hospital, 3200 Noyes Avenue, S. E. Charleston 4, West Virginia
Kilby, Captain Edgar: 3320 U.S.A.F. Hospital, Amarillo AFB, Texas
Lanier, Glenn: Administrative Assistant, Methodist Hospital, Houston, Texas
McFarland, Richard: Assistant Administrator, Barnes Hospital, St. Louis, Missouri
Pears, James E.: Administrative Assistant, Methodist Hospital, Houston, Texas
Prentice, Eugene K.: Assistant Administrator, Good Samaritan Hospital, Lexington, Kentucky
Smith, Fred H.: Administrative Assistant, Barnes Hospital, St. Louis, Missouri
Smith, Captain Eual J.: U.S.A.F. Hospital, Chanute Air Force Base, Rantoul, Ill.
Wendt, Kurt F.: Administrative Assistant, Madison General Hospital, Madison, Wisc.
Zinn, Wilton H.: Administrative Assistant, Bishop Clarkson Memorial Hospital, Omaha 5, Nebraska
AM I A BOOSTER? (Con’t from Page 15)

Probably the greatest general qualities a hospital employee can have are patience and courtesy—patience to listen thoroughly to these persons who so often grope for words to explain their unfamiliar situation, and courtesy with a friendly smile that lets them know you are interested and want to help. After all, they are the ones who pay our salaries!

And what is actually behind patience and courtesy? ATTITUDE! Our own attitude is what we must constantly try to mold and control if we are to do well in promoting good hospital relationships with the general public, and through our attitude they know whether we are boosting our hospital. It is not always WHAT we do, but HOW WE DO IT that counts.

THE GRAPEVINE (Con’t from Page 2)

second child....Out-of-state license plates spotted in the Barnes Parking Lot during a lunch hour stroll last Friday represented nearly half the United States. There were many cars from Texas, Illinois, and Nebraska, and several from Indiana, North Carolina, Ohio, Oklahoma, Arkansas, New York, Wisconsin, Florida, and New Jersey. Each of the following states were represented by one car: Idaho, Oregon, Tennessee, Kansas, Iowa, Alabama, California, Colorado, Connecticut, Michigan, and Alaska....On June 20 the ENT House Staff and members of the Surgical House Staff who rotated through ENT this year were honored at a dinner in the home of Dr. and Mrs. Joseph Ogura.... The annual Medical House Staff picnic was held this year at Camp Robin Hood on June 20.