Answering Service Will Handle Night Maintenance Calls

In order to get a complete evaluation of the hospital's maintenance needs at the beginning of each day, the maintenance department has installed a telephone answering service to record requests for repairs which arise between the hours of 4:30 p.m. and 8:00 a.m.

A recording device is hooked into the telephone system to receive messages called into the maintenance department.

"It works on the same principal as a dictating machine," said J. C. Claywell, chief engineer. "Doctors and businessmen have been using them for years."

The procedure simply involves dialing station 821 where a recorded voice answers and asks the caller to give his name, division and the nature of the request. The caller's reply is then recorded on tape and also heard audibly through a loud speaker in the shop.

If nobody is present to hear the message transmitted over the speaker, the maintenance men on night duty will replay the tape as soon as they arrive back at the station. The call will be subsequently acknowledged and if immediate attention is necessary, the crew will act promptly.

Claywell said some people (Continued on Page 4)

Roving Maintenance To Benefit All Divisions

A new method of handling quick repairs of minor complaints from the 47 divisions of the hospital complex has been put into operation by the maintenance department.

Roving maintenance carts now visit the divisions on a set schedule. They attend to such items as leaky faucets, ill-fitting doors, squeaky castors, stopped drains and replacing light bulbs. The carts will visit each division every other day with an hour scheduled for such repairs.

Larry Moorman, Don Hufford and Jim Loines handle this service, working from repair lists submitted by the divisions. Any job which cannot be covered in this service will be reported to the maintenance department for assignment of a special repairman to the problem.

Paying for furniture she bought in the basement of McMillan Hospital is Bertha Buck, pharmacy, who hands her "buck" over to Nancy Craig, administrative resident supervising the sale. Carrying out chairs already purchased is Jack Sorenson, also of pharmacy. The sale took place August 9 and 10, when more than 175 furniture items were sold to employees. Most of the purchases included tables and chairs formerly used in the Ozark Room, and straight oak chairs from offices. Hospital officials said proceeds from the sale would help offset expense of converting the McMillan lunch room into a modern food vending station.

Free Flu Shots Made Available By Hospital To Employees, Staff

With the forecast by the United States Public Health Service that an epidemic of Asian flu will hit the country this winter, the hospital is making available to all employees and staff members free immunization shots.

The personnel health office is now ready to begin giving the shots to anyone wanting the protection. It notes that participation is on a voluntary basis, but highly recommends them for anyone over 50 years of age, pregnant women and those who are highly susceptible to flu and who have other lung or heart disorders.

Ideally, the shots should be given in a series, the first shot followed by a second injection in four to six weeks. A booster in February is also recommended.

Appointments for the shots may be made by calling the personnel health office, station 203. Located in the old emergency room in the basement of Private Pavilion, the office is open from 8 a.m. to 5 p.m. Monday through Thursday; from 8 a.m. to noon Saturdays.

Machines To Serve Full Course Meals Around The Clock

As this issue of the Hospital Record goes to press, workmen are in the process of converting the Ozark Room in the basement of McMillan Hospital into a modern food dispensing station with ten machines vending everything from complete dinners to cigarettes.

Remodeling was approved by the board of trustees in July on recommendation of the administration. The machines, being installed by Spot Sales, Inc., will provide employees and visitors with 24 hour service. During the day a cashier will be on hand to help with selections. At night the machines will vend automatically.

Dinners, similar to TV dinners, will be available from one (Continued on Page 3)
Two groups of college students, representatives of every state in the union and winners of the William H. Danforth Summer Fellowship, recently toured the Barnes group and Washington University School of Medicine.

Known as the "Danforth Girls," the women students toured the center July 24. The "Danforth Boys" followed with the same tour two weeks later. The tour, which began at 7:45 a.m. and continued until 5 p.m., included views of operations, research labs, the medical school, treatment facilities, rehabilitation, laundry and dietary departments.

In his welcoming remarks Harry E. Panhorst, acting director, told the students that he and the staff were proud that the Barnes group had been selected for their tour of a medical installation. The four-week fellowships, a project of the Ralston Purina Company, are, in the words of William H. Danforth: "To help students make decisions—to enlarge their horizons—to broaden their contacts—to render guidance and assistance in attaining the Four Fold way of living."

The groups are taken on tours of various businesses during their two weeks in St. Louis and then spend two weeks at the American Youth Foundation Camp near Muskegon, Mich. Winners are warned that the fellowships are no vacation and that the schedule is a heavy one with as much crowded into the four weeks as is possible.

Expressions of thanks from former patients in the Barnes group continue to arrive through the mail, paying tribute to the thorough and dedicated service of hospital employees.

A typical example came recently from Marvin W. Wolf, 889 Liggett Drive, Crestwood, Ill., who wrote:

"Recently I was a patient at Barnes Hospital, Room 8224, to undergo an operation, and I wish to take this opportunity to express my gratitude and appreciation to the personnel on the eighth floor. The manner in which they carried out their duties and handled patients is nothing short of superb. Each of you can be proud of yourself and the profession in which you work.

"I certainly hope the management is aware of the high caliber people you have working for you. This includes every employee on the 8th floor (nurses, student nurses, nurses aids, dietitians, cleaning ladies and anyone I have failed to mention). They are to be congratulated. I sincerely thank God for such dedicated, patient people who are truly angels of mercy. God bless all of you."

Another comment was penned by Mrs. Rachel P. Lunt, Phoenix, Ariz., who says:

"I really enjoyed my 10-day stay at Barnes Hospital. I would like to meet the person responsible for initiating the wonderful, friendly feeling the entire staff radiates to the patients."

Excerpts from another letter written by W. R. Sabol, 630 South Kingshighway, St. Louis, Mo., state:

"In the past ten years I have had the occasion to use your hospital services many times. During these times various small problems arose which were taken care of in a very orderly fashion. During the month of July, this year, I once again used your facilities. Everyone was extremely cooperative and courteous at all times which, needless to say, was sincerely appreciated. Once again, I would like to congratulate you and your fine staff."

**VARED EVENING CLASSES OFFERED BY WASHINGTON U.**

The adult division of Washington University has announced it will offer 400 classes in 50 different fields in its University College this fall.

In addition to the classes which will be held evenings and Saturdays on the University campus, there will be selected night school subjects available to persons living in the Affton and Ferguson-Florissant area in the off-campus Adult Educational Centers.

Details on the various courses and program may be obtained from Barnes Hospital Personnel Office or directly from the University, Volunteer 3-0100, Station 4212.
Attention Of More Than 150 Housekeepers

The thought of having to clean 20 acres of floor space in a 24-hour period is staggering enough to give most housewives apoplexy. In housekeeping circles at Barnes Hospital, however, this monumental task is merely a routine day's work.

It takes as many as 200 employees to carry out this assignment, though," says Dillon Trulove, executive housekeeper. "More imposing is the half-million-dollar figure it costs the hospital to keep the operation running smoothly."

The housekeeping department at Barnes has the responsibility of maintaining the sanitized decor of hundreds of rooms and corridors, plus grooming the grounds outside.

Interior work involves scrubbing and mopping the floors and stairways, dusting furniture, washing countless windows and carrying out waste cans. External duties include grasscutting, gardening, sweeping and hosing down sidewalks and entrance halls. "As you may imagine, our employees to carry out this assignment are in great demand," says Mrs. May, who is in charge of the department.

MACHINES

Hot sandwiches can be bought from another and cold sandwiches, salads and gelatin dessert from theothers. Hot foods are in cans, including soup, spaghetti and beef stew, will come from another machine. Other items to be sold will include ice cream, cold drinks, milk, pastry, candy and cigarettes.

The entire area is being completely renovated. The new food service will be the first of its type in hospitals of the St. Louis area, according to Harry E. Panhorst, acting director.

Hospital officials are asking members of the staff and employees who formerly utilized the McMillan lunch counter to eat in the main cafeteria until September 1, when the new service is expected to open.

More than 5,500,000 pounds of bacteria-free laundry, enough to supply a 35,000 population community, is processed annually by Barnes Hospital facilities.

Attention Of More Than 150 Housekeepers

Cleaning the red carpet in the main lobby is another responsibility of the housekeeping department. Era Anderson is shown here applying an electric sweeper to the gigantic rug as unmindful visitors and employees pass through the area. She performs this operation as many as eight times a day to keep the carpet free of dirt and debris, playing an important role in the "red carpet service" that greets all persons walking through the main entrance.

Performing one of the many duties of housekeeping at Barnes Hospital is Alice Jessie who maps the red rug with a yard of sponge, liquid soap and damp cloths for dusting.

A limited clean-up is made after each operation, consisting of sweeping the floors and dusting. After surgery is curtailed for the day, a complete "field day" is held in the room, involving scrubbing with antiseptic solutions and drying with a suction machine, plus dusting of all overhead pipes and any conceivable areas where dust might accumulate.

Other critical areas noted by Trulove are in McMillan, where eyes, ear, nose and throat operations are performed, and in the delivery room on the fourth floor of Maternity.

Similar attention is given to rooms in which isolated patients have been kept. Clean-up crews move in and scrub the floors, walls and windows, while nurses wash all the furniture and all other objects in the room.

"It takes a lot of elbow grease to clean these areas," says Mrs. Alice Kelly, assistant to Trulove, "but our employees realize the necessity of such measures and they willingly do their best."

Other responsibilities of housekeeping in a hospital are many and varied, including rug cleaning. One of Barnes' biggest carpet-purging tasks involves
Seventeen Employees Promoted During July

Seventeen Barnes Hospital employees have been promoted during the period July 12 through August 10, according to the personnel office.

Promoted to junior nurse assistant are: Helen Turner, Delores M. Talley, Sharon Gayle Walker, Florence Ferguson, Ernestine Ellis and Clementeen Lambert.

Other advancements are: Patricia M. Reilly to assistant purchasing agent, Mildred Henriks to social worker I, Thomas E. Ford to chief shuttle runner, Donald Whitaker to truck driver, Jeffery Stringer to shuttle runner, Doris Mandrel to secretary, George F. Rode to assistant chief security officer, Joseph P. Anderson to journeyman carpenter, Gerald Schultz to apprentice electrician and Shirley Morak and Gertrude Baumgarden to ward clerk.

These four employees recently graduated from the Barnes Hospital School of Medical Technology, making them eligible to become certified medical technologists. Contingent on the promotion, however, is a passing mark in the national registry examination which is sanctioned by the American Society of Clinical Pathologists. Shown from left to right are: Kenneth Moppins, Diane Meyer, Zoe Ramirez and Jay Phee Moon.

This group of student nurse assistants recently completed an eight-week in-service training class, qualifying them as candidates for junior nurse assistants. In order to achieve the higher non-professional level, however, they must prove their ability through actual experiences on the wards. Shown seated, from left to right, are: Delores Tally, Sharon Atkinson, Catherine Downing, Goldie Sutton, Helen Turner, LaVerne Heard and Georgia Bartee. Standing: Minnie Banks, Harry Davis, Ernestine Ellis, Donald Burke, Faye Miller, Joseph Everett, Shirley Kelly, John Asaro, Queen Esther Ross, Dorothy Mozee and Clementeen Lambert.

Admissions Post Filled By Nelson

Robert James Nelson, a graduate of Washington University, has been appointed coordinator of admissions for Barnes Hospital, according to Harry E. Panhorst, acting director.

A former social worker for the American Red Cross in Amarillo, Tex., Nelson is now responsible for the correlation of practices, procedures and training functions of admitting personnel throughout the hospital center. This assignment includes in-patient and out-patient services and general information desks.

The young official, whose degree is in Far East area studies, worked as a personnel director for Goodwill Industries here in St. Louis prior to work in Texas.

Formerly, each hospital in the complex operated its own admissions office separate from the rest.

HOUSEKEEPERS
(Continued From Page 3)

sweeping the dirt and debris from the new red carpet in the main lobby. Because of the extreme use imposed upon this rug, a cleaning is necessary several times a day.

Miles of corridor, exposed to heavy pedestrian traffic, honeycomb the entire complex and require thousands of man-hours to keep waxed and buffed. Washing the myriad of window panes is another year-round job that demands the attention of a sizeable work force. In addition, nearly all windows have Venetian blinds which must be washed and dusted periodically. Like most people devoted to housekeeping, the employees of Barnes take pride in their work, and rightly so when one sees the enormity and importance of the operation. It is no wonder that housewives, who are patients in the hospital, sympathize with these devoted workers, and admire them for their accomplishments.

ANSWERING SERVICE
(Continued from Page 1)

have been reluctant to state their request when they realize the voice answering is on record. "I would like to impress upon them that every word they say over the phone will come to the attention of the department," he declared.

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