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

Completion of the first major step in the expansion and modernization of Barnes Hospital Medical Center will be marked in April and May with the opening, by sections, of the four-story addition to the Rand-Johnson surgical wing.

The opening was announced in the Barnes annual report issued last week.

The new addition represents the latest in hospital design blended with modern home decor, which combines efficiency with comfort and convenience in the new area.

When completed, high-speed elevators will transport patients and visitors to the fully air-conditioned, tastefully appointed waiting rooms on each floor, which will be carpeted—with the exception of rooms on each floor, will be private suites, five other private wards and 11 semi-private rooms and 11 surgical wings.

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 render 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 devoted 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 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 Hospi-
tal at Ann Arbor, Mich., and at Barnes Hospital.

He was chief resident in gen-
eral 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 ab-

sence 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 Medi-
cal 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 effi-
cient service.

Surprised and Pleased
With Emergency

Mrs. Meece, Night Charge Nur-

se, Wohl Hospital, Emerg. Room

Dear Mrs. Meece:

We hope this letter will let you and everyone else in Emer-
geniy Division know how much your prompt, efficient attention to my father, Leon E. 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 have immediate attention, our family doctor had recently retired, and we had no one but 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 al-

owed us to be with him often whenever we 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 letter so that everyone can see it. We would like to thank all the doctors, interns, nurses, aides, receptionists and the Es-
ters, each.

This applies also to Barnes Admitting Office. The lady there was very courteous and consid-
erate.

Sincerely,

(Mrs.) Bernice M. Konert
(Daughter)

Musical Program

Monday, March 4

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

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

There is no charge for attend-
ing the program, which is pre-
sented each month by the Women’s Auxiliary.

A “Monday morning quarter-bak” session at Wohl Hospital last month featured football Cardinals and Globe sports writer Bill Kerch, left to right are Assis-
tant Coach Ray Prochaska, Larry Wilson, John David Crow, Bill Koman and Kerch.

Mr. Bill Kerch, sports writer for the St. Louis Globe-Demo-
crat, was a patient at Barnes late last month.

He was being treated for a stomach ailment which had re-
quired that he be given 3 pints of blood.

Bill covered the St. Louis Football Cardinals during the season. Hearing that he was ill, the Cardinals decided to “cover” for him.

Players John David Crow, Larry Wilson and Bill Koman, along with Assistant Coach Ray Prochaska, each donated a pint of blood to replace some of the blood used by Kerch.

While Kerch was, of course, pleased at their generosity, his roommate was even more elated.

He was 17-year-old Ronald Neeter of University City.

Ron is a football player for Univer-
sity City High School and had his nose broken several times in last fall’s games.

He had it repaired at Barnes. For a 17-year-old to have his id 

iols sitting next to his bed chatting with him and Kerch almost made the whole thing worthwhile. Ron received their autographs, plus a copy of the wire service picture of the group, including him, which went out over the national wires of United Press International.
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 are: 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 Schneblin 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 employees are retired Post Office employees. Motor Service includes a general delivery truck and two buses 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.
Promotions Given
To 31 Employees

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. Marcella Hoffman and LaFrancis Cockrill were promoted to head nurse, along with Georgia Reed and Geneva Massey.

Appointment of Mr. Dodgion

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

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

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.

PAY PERIODS AND PAY DAYS FOR 1963

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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.

HOSPITAL RECORD is published monthly for and about personnel of Barnes Hospital and units operated by Barnes, which include Barnard Hospital and the following operated for Washington University School of Medicine: Maternity, McMillan, Renard and Wohl Hospitals and Wohl Clinics. Edited by Public Relations Office, Barnes Hospital, 600 South Kingshighway, St. Louis 10, Mo. Telephone: FOrest 7-6400, Ext. 411.