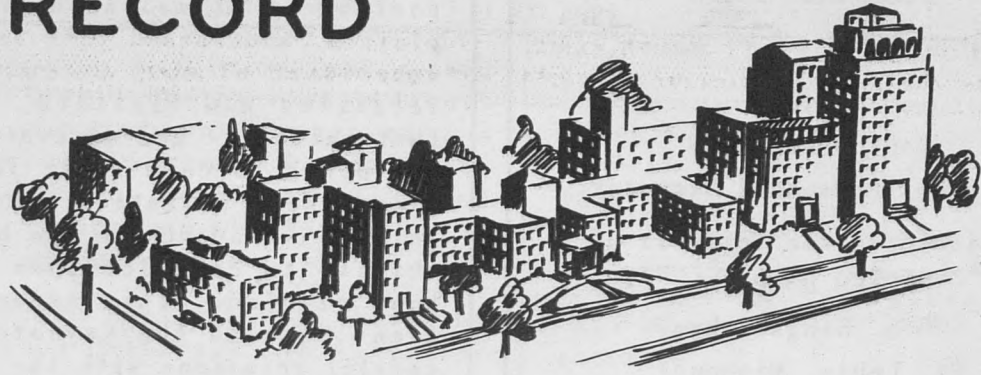


HOSPITAL RECORD



BARNES HOSPITAL ST. LOUIS, MISSOURI

Volume 4 Number 3

March, 1950

THE ADMITTING OFFICE --- WHERE FIRST IMPRESSIONS ARE BORN

First impressions are lasting. Since the Admitting Office is usually the patient's first contact with the hospital, it is of primary importance that this first impression be one of warmth, congeniality, and kindness. When this is accomplished, the hospital has put its best foot forward to create a favorable first impression on the patient at a time when he desperately needs confidence, kindness, and reassurance.

The major job of the Admitting Office, of course, is the admission of patients, each of whom must have a reservation before entering the hospital. These may be one of three kinds: routine (10-20 days in advance), urgent (1-5 days in advance), or emergency wherein the patient is admitted the same day if at all possible. After the reservation has been made, the patient comes in on the appointed day and is registered by one of the admitting secretaries



Information Clerk, DORIS HACKEL, meets patients and visitors as soon as they enter the front door.

who gets his vital statistics and any information relative to his stay here.

The patient is then taken to his room by a page, and the members of the Admitting Office go into action, checking credit references, filling

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Editor

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FRIEND OF A FRIEND OF A FRIEND

Patients can be wonderful public relations ambassadors, especially if they've been "sold" on our hospital. For that reason, it might be well for each of us to pause and give serious consideration to the public relations aspects of the care they are given while they are in our hospital. It's most important.

The time when a member of the community is a patient in our Medical Group is a singularly trying one for him as well as for his family and friends. It's a time when he's apprehensive. Worried about himself and his illness. This makes him nervous. Jumpy. Irritable. High strung. And because of these things, his response to situations may be exaggerated; his interpretations of them wrong.

For example, at this time, the patient is very likely to appraise a relatively inconsequential clerical oversight in terms of operating room competence. "If they make mistakes like that," he'll say to himself, "imagine what they could do to me in the operating room." Sounds silly, but that's how his mind works at this particular critical time.

Therefore, it's of the utmost importance that we, as hospital employees, understand this basic characteristic of most patients -- and relatives and visitors, too, for that matter -- and do everything in our power to calm their fears, relieve their anxieties, and instill in them confidence in the hospital's ability to care for them in their hour of need. This aspect of patient care is the keynote to successful relations with the patient.

According to a survey made by the American Hospital Association, one out of every nine people in our community enters the hospital every year. Let's take a look at this "one" patient to see just how he is significant -- in terms of his influence on the community's opinion of the hospital.

When Patient Number One enters our hospital, he's usually escorted by a relative or friend. His friend, presumably, is interested in his welfare and, of course, has an interest in the hospital that is to take care of him.

Furthermore, the patient probably comes from a family of four persons. That's the average, according to the United States Bureau of the Census. This means that another three people, at the very least, are interested in him.

Every patient has two or more friends or close acquaintances -- usually more. And if he's hospitalized for any length of time, they're certain to pay him at least one visit. It seems safe to say, therefore, that Patient Number One, when he enters our hospital, brings with him the concern of at least five other

(Continued on Page 5)

CERTIFICATES OF AWARD PRESENTED TO EMPLOYEES WITH 25 YEARS' SERVICE

REVEREND GEORGE A. BOWLES, Chaplain of Barnes Hospital, attended the annual convention of the National Association of Methodist Hospitals and Homes in Chicago on March 1 and 2. At the banquet on March 1 at the Congress Hotel, 34 certificates of award were given to the representatives of 189 institutions for those of their employees who had been with the institutions for 25 years or more. Barnes Hospital received 5 awards - one more than any of the other 188 institutions.

At the department head meeting on Wednesday morning, March 8, these certificates were presented by Reverend Bowles to the following employees: EVERILL MC DAVITT, Assistant Supervisor of the Operating Room; MARY LASTER, Press Operator in the Laundry; EMMA MATH, Clerk in the Clinics Pharmacy; BERNICE SCOTT, Cashier in the Clinics; and L.A. WRIGHT, Head Wash Man in the Laundry. Our heartiest congratulations to each of these "Old Timers," whose fine records have earned them this recognition.

SUPPORT YOUR 1950 RED CROSS FUND!

Americans who need help and Americans who want to help are brought together through the Red Cross.

You've read of tornado victims who were housed, fed and clothed by the Red Cross --- of the burned child whose life was saved by Red Cross blood --- of the hospitalized veteran whose drab hours were brightened by a Red Cross Gray Lady.

You've heard of the soldier who was

(Continued in next column)

GRAY LADIES AT BARNES

On March 7, the Gray Ladies, sponsored by the American Red Cross, began service at Barnes Hospital. This is a volunteer service in which the workers participate in a number of activities on the wards which will aid in the morale-building and entertainment of the patients. They perform personal services which our nurses often cannot render only because of lack of time and personnel. Some of the activities of the Gray Ladies include: visiting patients, writing letters for patients, reading to them, arranging flowers, shopping for patients, playing games with them, assisting them in walking, wheeling them about the ward, making telephone calls for them, and transporting those patients who are not acutely ill to their appointments in various parts of the hospital.

RED CROSS FUND *(Continued)*

able to solve a serious personal problem with the help of a Red Cross field director --- the girl saved from drowning by a Red Cross-trained swimmer --- the youngster overseas gladdened by her precious Junior Red Cross gift box. Meeting these and a thousand other needs is the daily Red Cross task --- a task in which all may help, with their time or money so that the work of mercy may never end.

Pledge cards may be obtained in the Personnel Office. There will be no payroll deduction this year; however, donations may be made by cash or check, or if requested, the Red Cross will bill you directly at your home. All pledge cards must be in by March 31.

THE ADMITTING OFFICE

(Continued from Page 1)

out Blue Cross forms, and sending a formal letter to the referring physician, notifying him of the patient's arrival. A list is compiled each day of admissions according to religious preference. These lists are sent to various clergymen in the city, and if the patient requests it, his own clergyman is notified.

The Admitting Office has several subsidiary functions of major importance. It maintains the Information Desk just inside the main entrance; the Mail Office for incoming



DOROTHY PAPPAS puts a new patient at ease while she gets the information necessary for her admission.

and outgoing mail as well as inter-departmental mail; and the Emergency Room just off the ambulance entrance. The work of the Flood Bank Secretary is another subsidiary function of the Admitting Office. A record of patients on the critical or isolation divisions is also maintained by this office. In addition, it is the responsibility of Admitting to keep certain other departments notified of the admission, discharge, trans-



DON KLINE, Admitting Page, shows the patient to her room upon the completion of her admission interview.

port, or transfer of a patient.

Under the guidance of DR. CROFFORD O. VERMILLION, with the able assistance of his executive assistants, MISS MILDRED BRADBURY, MISS JANE WASHBURN, and MRS. THERESA ROBERTS, the Barnes Admitting Office is the focal point of good hospital public relations. It is here that those all-important first impressions are born!

(LORFAINE HURTT, Administration Secretary, posed as the patient in the accompanying pictures.)

FIRE-FIGHTING DEMONSTRATION TO BE HELD ON MARCH 24

Fire Marshal, HARRY E. PANHORST, asks that we announce a demonstration of fire-fighting equipment to be held on Friday, March 24, at 3:30 on the tennis courts at the Nurses' Residence. DILLON TRULOVE, Head Orderly, and ROY BUTLER, Maintenance, will be in charge of the demonstration. All interested employees are invited to attend.

NO BASKETBALL GAMES DURING PAST MONTH

Our Sports Editors, FLOYD DICKSON and LLOYD HELM, report that, since the last edition of the HOSPITAL RECORD, there have been no basketball games, due to the inability of the players to get to the games.

MEET EVELYN HARRISON, STAFF NURSE FROM THE EMERALD ISLE

MISS EVELYN HARRISON is still answering queries and questioning glances about her unusual cap as she begins her third month on the staff of 3100, Barnes Hospital. At her home hospital in Dublin, Ireland, no one thinks it uncommon to see nurses with caps of waist-length, stiffly starched linen squares.

A graduate of Dr. Steevens Hospital in Dublin, Miss Harrison was a nursing sister in the British Army for almost four years and attended the Royal College of Nursing in London. She came to the United States last November to join her brother who is head of the Music Department at Washington University. Her most vivid impression of Barnes was its size and the variety of services and departments. "The Dublin hospital of 200 beds is considered quite large, and everybody knows everybody."

When a patient is put on the serious or dangerously ill list, the hospital pays all relatives' train fares to come to the patient's bedside. This is not such an expense item since there are no planes and the maximum distance to Dublin from anywhere in Ireland is less than 200 miles. When a new car is seen on the street, everyone runs to look at

it, for the commonly used form of conveyance other than trains are "jaunty cars," four-seated horse drawn open carriages.

Miss Harrison's main off-duty concern these days is studying for Missouri State Board examinations next month. We're very glad to have her here and wish her the best of luck with those tests.

ETHEL MEENEN
Supervisor, Barnes Hospital

FRIEND OF A FRIEND OF A FRIEND (Continued from Page 2)

people. Translate people: members of the community.

Now the pertinent question is: is each of us doing everything possible to win over this patient and his five relatives and friends? Are we putting their presence as visitors and patient to good advantage, using it to broaden their understanding and appreciation of Barnes Hospital, its services and its problems?

Not only the nursing personnel, but every member of the hospital staff, has this opportunity to win goodwill ambassadors for Barnes Hospital. By supplementing our fine service with compassion, consideration, and understanding, we will find that the patients, as well as their relatives and friends, will become missionaries for us. And, like good converts, they'll carry the word about our hospital throughout the community.

Condensed from a bulletin issued by the American Hospital Association

*Case study in contrasting emotions:
Watching your mother-in-law drive
your brand new car off a cliff!*

ON THE SCENE

It will be a June wedding for ELLA JANE GLENN, Head Nurse on 6200, and TOM JONES, Hospital Administration Student. The beautiful sparkler she is wearing was a Valentine gift from the groom-to-be. --- The new therapist in Physical Medicine is blue-eyed, blonde AAGOT BOHMER from Norway. She plans to be at Barnes for about a year. --- The gang up in Barnes O.R. was certainly sorry to lose MARJORIE GAUTHIER, Senior Staff Nurse, who returned to her home in Vermont on March 1. The nurses had a farewell get-together at Oldani's before she left. --- We wish to extend our sympathy to RAYMOND SISSON in the loss of his mother. --- KARIN LETTERMAN, Chief Technician in the Chemistry Lab, has been hospitalized in Barnes; however, in the tradition of "the show must go on," she has been teaching her students from her bed up on 6200! --- NORMA COTHAM, Clinic Pharmacy, has an awfully radiant face lately. Could it be the reflection of that new diamond on her third finger, left hand?! --- Everyone on 1418 was glad to see MARCELINE TAYLOR, Attendant, when she returned to work after her recent illness. --- CHARLES ROBINSON, orderly in Barnes O.R., enjoyed a vacation the first part of this month. --- DRS. DAVID BLANCHET, MAC DONALD PONEBRAKE, and ELFRED LAMPE, all on the staff in Maternity, are each boasting of new sons born recently. --- English-born ANGELA HOLLIS is the new member of the staff in the Clinics Record Library. She has only been in the United States for a few weeks, but is already an avid ice-hockey fan, and is crazy about hamburgers and hot-dogs which she had never eaten until her arrival in the States. --- Our

best wishes went with MARIAN SIZE-LOVE, Educational Director in the Dietary Department, when she left the staff on March 8 to take the job as executive Dietitian at the Chippewa County War Memorial Hospital at Sault Ste. Marie, Michigan. HOWARD LEHWALD, former Assistant Evening Administrator, is now the Director of that hospital. --- LOIS HEINRICHSMEYER, Clinic Pharmacy, left the staff the latter part of February to await the arrival of a little Heinrichsmeyer. --- RUBY BURDETT, Teaching Supervisor in Maternity, was so proud of her 155 score in bowling the other night, that she even brought the score sheet to work with her, just in case someone doubted her! --- The new face in the Barnes Pharmacy is that of PEGGY LAMARR who replaces CHARLINE JONES as secretary. Charline is now a resident of Tulsa, Oklahoma. --- BETTY PHILLIPS HEINS is back at work after a short honeymoon following her marriage on March 3. And now that PAULINE SMILOVICH's fiance has at last returned from Japan, the Barnes Credit Office is eagerly looking forward to another wedding. --- Very best wishes to SAN JEANETTE JONES, Attendant on 3405, and TED CROCKETT, Orderly on 0300, who recently became Mr. and Mrs.!!

ON THE SCENE REPORTERS
FOR MARCH

Margaret Borth
Sally Buck
Iris Franks
Elaine Freistein
Betty Graven
Dorothy Killion
Gertrude Ray
Doris Spangle
Beatrice Stewart
Charlotte Tachman

POWER PLANT - AN INDUSTRY WITHIN AN INDUSTRY

Every person in this medical center has noticed with interest the tall smoke stack which is part of the Washington University Power Plant, located on the southeast corner of Euclid Avenue and the Wabash Railroad tracks.

The million dollar plant, built by Washington University in 1914, was designed to supply Barnes and St. Louis Children's Hospital and the Washington University medical, dental and nursing school buildings with heat, light, power, refrigeration, hot water, steam and compressed air. In addition to the institutions which are associated with this medical center, Shriner's, St. John's and Jewish Hospitals and the A. & P. warehouse also are served by the power plant.

The power plant is a cooperative venture in which its cost is shared by the various institutions on a pro-rata basis. The cost to Barnes, St. Louis Maternity and Mc Millan Hospitals during 1949 was approximately \$136,000, with 42 million pounds of steam, almost 4 million kilowatt hours of electricity and 32 million gallons of domestic hot water being used. Cost to all other institutions being served by the power plant approximated another \$136,000.

As is true of all other industries, the cost of operation of the power plant has increased considerably in recent years. Coal, which constitutes two-thirds of the plant's cost of operation, has taken large jumps in price due to labor's demanding wage scale, so that the cost of conducting the power plant has spiralled upward; and, of course, the

costs are passed along to the consumer. One of the consumers, Barnes Hospital, paid 11% (or approximately \$13,500) more for heat, light and power in 1949 than in the previous year; and 21% more than two years ago. The spiralling effect is further illustrated when it is noted that in 1939 the cost of heat, light and power to Barnes Hospital was half that of 1949's cost, a 100% increase!

ALICE MARSHALL,
Administration Secretary

YUK! YUK!

During a Christmas exam, one of the questions was "What causes a depression?" One of the students on pro wrote: "God knows! I don't. Merry Christmas!"

The exam paper came back with the prof's notation: "God gets 100. You get zero. Happy New Year."

Lady Driver (after collision)--"But I insist it was my fault."

Gentleman Driver--"No, my dear lady, it was my fault. I could tell your car was being driven by a woman at least 300 feet away and I could easily have driven over into the field and avoided this."

The English language is a funny thing. Tell her that time stands still when you look into her eyes, and she'll adore you, but just try telling her that her face would stop a clock!

Prof.--"Mr. Twirp, what do you know about French syntax?"

Stude--"Gosh, I didn't know they had to pay for their fun!"



Above: Barnes employees with 25 or more years' service receive their certificates of award at ceremonies on March 8. Left to right: L.A. WRIGHT, MARY LASTER, EVERILL MC DAVITT, EMMA MATH, and BERNICE SCOTT.

Right: LOUISE KNAPP, Director of the School of Nursing, places the much coveted "cap" on the head of Student Nurse, MARY KRUGER at capping ceremonies on February 24.

ROSE GADESI, Key Punch Operator in the I.B.M. Department, took the pictures used in the article on the Admitting Office, and also the one taken at the certificate awarding ceremonies. VINCENT PRICE STUDIOS took the pictures at the capping ceremonies.



Left: Another scene at the capping ceremonies held in Graham Memorial Chapel at Washington University. A portion of the Class of September, 1949, is shown.