

This Week at MCL

**A Memorandum to the Employees of the Medical Center of Louisiana, New Orleans
Charity Campus ■ University Campus**

August 23-29, 2004



Applause! Applause!

■ **Anthony “Tony” Parnell**, Human Resources Manager, is the August Employee of the Month for Charity Campus. His nomination stated, “Tony has provided

26 years of dedicated service in various managerial roles within Human Resources. He willingly does whatever is necessary and never declines a request for efforts above and beyond normal expectations. In his current role he strives to determine the truth in labor relations matters. He stresses accountability for both supervisors and employees and strives to find solutions that will best assure continued efficiencies and fairness to all parties concerned. He promotes ‘doing the right thing at the right time for the right reason’ whenever he counsels. Tony is a tremendous asset to Human Resources as well as to the entire employee population!”

■ **Loris Perkins**, Chief Clerk, Surgical Services, is the August Employee of the Month for University Campus. Her nomination stated, “Loris is perky, accommodating and helpful and has turned the scheduling of surgical cases into a pleasant situation. She is always willing to go out of her way to help the physicians provide all of the necessary information needed to properly schedule cases for the operating rooms.

“To avoid any delays in starting surgery, she begins her shift in the Admit Department where she assures that the patients scheduled for the first cases in the OR are admitted to the One Day Stay Unit in a timely manner. She spends the rest of the day constantly answering phones, accepting cases to be scheduled, inputting labs, etc. into the computer, and finalizing the surgery schedule for the next day. She is responsible for confirming all surgical cases with the surgeons for the following day.

“Loris has great patience in dealing with the surgeons. She accepts any additional task without complaint and can always be counted on to

complete all of her duties before leaving the area. She is well liked by her co-workers, supervisors and especially the residents – she goes beyond her routine duties to assist them in scheduling their cases with timeliness and accuracy. She maintains a positive attitude and always assures that the OR customers are treated with respect and dignity. She willingly shares her clerical and scheduling knowledge with all interested employees. Loris Perkins is an exceptional candidate for this honor!”

Changes Announced for 403b Programs.

Last year the LSU System initiated a review of 403b voluntary retirement programs offered at all of the facilities in the system. A committee was created to evaluate the top eight vendors based on assets, participation and quality of response to the data request. The committee then selected the following four companies as our approved 403b vendors effective August 1, 2004: AIG-VALIC, ING, MetLife Resources and TIAA-CREF. If you are a current participant with companies other than the ones listed you will not be required to change vendors and can continue with your current selection(s) if you wish. Changes in the contribution amount will also be allowed. However, if you wish to change vendors in the future, you will have your choice of the four approved vendors and their fund offerings. You will not be permitted to select outside of these vendor options for payroll deductions.

If you join on or after 8/1/04, you will be offered funds through the four approved vendors only. New contracts written after 8/1/04 with non-approved vendors will not be eligible for payroll deduction.

Employee meetings with representatives from each of the approved companies will take place in September. Meanwhile, if you want information on a 403b, please come to the Employee Benefits Office located in room 206, Butterworth Building.

Important Announcements.

- Effective immediately, an employee requesting leave for interviews conducted in the private sector or at another state agency shall be charged annual leave, compensatory leave or leave without pay for their absence. Only employees interviewing for a job within the Health Care Services Division may be granted on-duty time. "On duty time" should be coded with Civil Leave (LLC); no more than four hours of such leave may be taken per interview.
- If you take any Intranet inservice online, including Environment of Care, you must submit your sheets to Education/Staff Development within five working days instead of the previously announced 10 days.

A Call for Talented People!

Of course each person can boast a talent or two or three but if yours is the kind that belongs on stage, we encourage you to participate in the 2004 MCL Star Search II, sponsored by the Employee Activities Committee. Cash prizes will be rewarded for first, second and third places; entrance fee is \$5. If you are planning to be a contestant please call **Carol Hubert** at 2-0283 with your name, phone number and department. Only MCL employees, staff and volunteers and their immediate families may be contestants. The event will take place on Friday, October 15; full details will be posted as the date draws nearer.



A Request for Consideration.

The Sleep Lab on University Campus has a problem with employees wandering into the Sleep Lab area in the middle of the night. **The Sleep Lab area is off limits during nighttime hours.** The signage stating "Do Not Enter Sleep Study in Progress" posted on doors leading to the area applies to everyone, including employees. We ask for your consideration and cooperation.

It's not too late!

You still have time to order tickets for the December 4th MCL Night at the Hornets, when our

home team plays the Detroit Pistons. Tickets will be \$15 each – seats are located in the upper corner of section 300, with no limit on the number you can reserve. Tickets are scheduled to be delivered in mid-October; we will notify you when they are in and you can pay for them when you pick them up. If you are interested in reserving seats, call **Diane Angelico** at 2-7145 no later than Friday, August 27.

Happenings.

- **The ABCs of Critical Care.** 7 a.m.-3:30 p.m., 9th floor, Education Department. August 25, *Critical Care Gumbo: Patient Transport, Moderate Sedation, Neuromuscular Blockade, GI Assessment, GI Bleed & Management, Nutrition, Renal Assessment, ARF, Hemodialysis vs. CRRT* – by **RNs Kirsten Berberovich, Marie Childs Sandi, Adrienne Thomas-Poret and Holly Toca** and **Laura Ritchie, RD**, 7.8 contact hours; August 30, *How do you mend a broken heart?: Nursing Management of the Cardiac Patient: MI, Cath Lab Procedures, CABG/Valve Repair, Equipment Use* – by **Robin Hensarling, RN**, 8.7 contact hours. Call **Carolyn Robinson-Thomas** at 2-5268 or send her an e-mail at crobin5@lushsc.edu to register. Cost: \$10 per class for MCL employees; \$45 for non-employees.
- **Cancer Committee Meeting.** August 25, noon, Medical Staff Conference Room, 4 West, Charity Campus, noon.
- **Tulane University Health Sciences Center Medicine Grand Rounds.** August 25, noon-1 p.m., 1st floor auditorium, 1430 Tulane Avenue. "Progressive Weakness in a 42-year-old Man," presented by **Dr. Steven McPherson**, Resident, Department of Medicine, and discussed by **Dr. L. Lee Hamm**, Professor and Chief, Section of Nephrology and Hypertension.
- **LSU Health Sciences Center Grand Rounds.** August 26, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Drug Allergy: What an internist needs to know" with **Dr. Sanjay Kamboj**, Clinical Instructor of Medicine, Section of Allergy/Immunology.
- **Breast Cancer Support Group.** August 31, 4-5:30 p.m., 4th floor classroom, University Campus. **Varney Rannells, RN**, will speak about

clinical trials. Offered by MCL Occupational Therapy staff of Rehab Services. Open to anyone who has or has had breast cancer and their family members. For more information call 2-3122.

■ **Hazardous Material Team Training.** September 13, University auditorium, and September 14, Charity auditorium. The two-day session covers skills and knowledge required to be a HazMat Team member. 16.8 contact hours/CEUs for RNs, radiology techs, and respiratory therapists. Register in person, Staff Development, 9 center, Charity Campus. For further details call **Tim Butcher** at 2-2687.

■ **Interview & Selection Class.** 1-3 p.m. on September 16 and November 16, and 9-11 a.m. on October 12. Offered by Staff Development to help improve a supervisor's interviewing techniques. To register for any of these classes call **Melinda McBride** at 2-9320.

■ **Asthma Group Session.** Each Tuesday, 2-3 p.m., General Clinical Research Unit (GCRU), 5 East, Charity Campus. Conducted by MCL asthma disease management outpatient educators. Bring your asthma medications and devices, including inhalers, peak flow meters and spacers; peak flow meters and spacers will be provided if you do not have your own. Open to anyone with asthma. Free. Please call 2-5991 if you plan to attend.

■ **Exercise Class.** Tuesdays & Thursdays, 4:30-5:30 p.m., Education, 9 center, Charity Campus. For further details contact **Paul Hildreth** via e-mail.

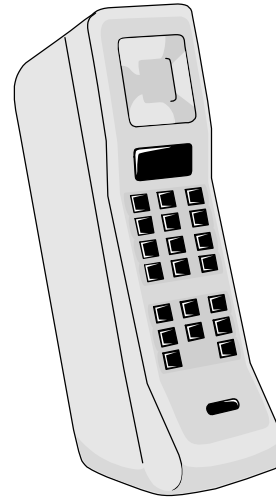
■ **Outpatient Congestive Heart Failure/Disease Management Teaching Session.** Each Wednesday, 8-9 a.m. and Thursday, 1-2 p.m., Cardiovascular Clinic, 2025 Gravier Street, suite 601. Those who receive their medical care at MCL and have had their diagnosis verified by an echocardiogram are welcome to attend the program. Please bring all of your medications when you come to the class. For more details call **Patsy** or **Yolanda** at 2-3112.

■ **LSU/Tulane Multidisciplinary Tumor Board Meeting.** Each Friday, noon-1 p.m., 1542 Tulane Avenue, room 710. Physicians wishing to present a case should call **Nicole Chatelain**, 568-4765.

■ **Employee Assistance Programs.** All the following groups meet at LSU Lions Clinic, 2020

Gravier Street, 5th floor. Call 568-3931 with questions or for full details: **Co-dependency Anonymous**, Mondays at noon, free; **AA**, Tuesdays at noon, free; and **a psycho-educational group** for those who may be chemically dependent or have family members who are, Thursdays, 4-5 p.m., \$10 per week for 10 weeks.

Turn your Cell Phone into a HopeLine.

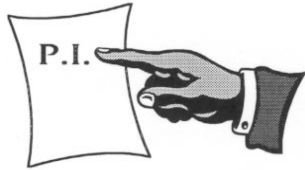


LSU Health Sciences Center and Verizon Wireless have joined forces to collect old cell phones to turn them into a HopeLine. A collection bin has been set up in the lobby of the Medical Education Building, 1901 Perdido Street, so if you have an old cell phone or switch providers in the near future, please consider dropping your old phone in the bin. All proceeds raised go

directly to purchase new wireless phones or provide grants to support non-profit domestic violence agencies in Louisiana. If you have any questions about this program, please call 568-2565.

Be Careful Out There!

Sandra Denapolis, TeleMedicine, shares the following: "Since so many of us use the Internet, I thought this may be of interest to many of our employees: I got what I thought was a legitimate e-mail from one of my major credit card carriers. It stated that my account 'may have been accessed by an unauthorized third party.' It gave a web link to click onto; when I did so it asked for my credit card number. I got suspicious and called the 1-800 number on the screen. The Internal Fraud Division representative said that this was a fraudulent e-mail, and it was a good thing that I did not enter my credit card number! When I commented that the e-mail looked official with the credit card company logo, the representative advised me that anyone can download a logo off the Internet." Thank you, Sandy, for this valuable note of caution.



Performance Improvement

Go, MCL Team, Go!

As of press time, 25 MCL departments had signed up to participate in the American Heart Association Heart Walk! The event is scheduled for September 18 beginning at 8 a.m. in City Park.

The top teams and their captains with the most walkers are: Surgery, *Tracy Narcisse*, 47; Medical Records, *Judith Smith*, 39; Patient Billing, *James Willis*, 19; Radiology, *Scott Lea* and *Joni Norris*, 15; Blood Bank, *Nancy Victor*, and Neuroscience, *Jody Zanca*, 13 each.

The top teams and their captains who have raised the most money so far are: Ambulatory Services, *Frances Hawkins & Myra Kleinpeter*, \$250; Charity Hospital Nursing, *Troy Lynn Wells*, \$200; Human Resources, *Shawn Laurent & Jemma Mendoza*, \$175; Facility Management, *Romallis Theard*, \$150; Medical Records, *Judith Smith*, \$122; and Pathology, *Argie Leach*, \$50.

Other departments who have formed teams are: Administration, Cardiovascular Clinic, Case Management, Emergency Department, Fiscal Coding, 5-East, Labor & Delivery, Medical Services, Mental Health Services, Nutrition Services, Pharmacy, Rehab, Risk Management and University Hospital Nursing.

We want MCL to be Number One among the many teams who will be participating, so if your department *is not* listed please volunteer today to be a team captain and start a team now. If your department *is* listed, please join the team! Call *Sheila Reed* at 2-1043 or *Ecoee Rooney* at 2-2612 for details or if you have questions.

Dr. Dwayne Thomas, CEO, said, "I am supporting MCL's participation in this event and invite you to walk with me as we put our Core Value of team work in action. Together we *can* make a difference. Help the American Heart Association save lives through funds raised and at the same time show our community that MCL cares!"

Let me tell you an MCL story!

(This week's tribute comes from *Valencia A. Hayes, Medical Assistant, Cardiovascular Clinic*.)

I am an employee as well as a patient in the Your Family Doctor Clinic. Recently I made an appointment with

Dr. Patrick Antoine. I don't like going to see a doctor, so I was very worried. Dr.

Antoine was very kind and thorough as he explained my condition. Working at the doctor's side was **Cynthia Bethencourt, RN**.

Cynthia cared for me in the most professional, empathetic manner. Knowing that I was uncomfortable and afraid, she was patient and genuine in giving ultimate care. The two of them possess the Core Values MCL is seeking of all its employees. I've gone to other doctor offices for minor follow-up visits, but I've never felt this comfortable. The team effort in giving me care was impeccable.

I am pursuing a career in nursing, and Cynthia has already given me the most important lesson I could learn: to give patient care with respect and understanding. As a patient, I am grateful to have received such wonderful care from the doctor and nurse; as an employee I've taken what was given to me and share it with patients every day. My experience with the two of them makes me proud to be part of a team who cares!



Condolences.

We extend our condolences to **Catherine Tate**, Environmental Services, on the loss of her nephew, Spencer Richard.

This Week at MCL is published through the MCL Human Resources Department, **Ron Broadus**, Assistant Administrator, **Lynn Lorando**, Editor. The Human Resources Department is located in the Butterworth Building, 1541 Tulane Avenue, New Orleans 70112; the editor's office is in room 409. **The deadline for the August 30, 2004 issue is 5 p.m. August 23.** Please send information to Lynn Lorando to the Butterworth address above, by fax to her attention at 903-2837, or to mloran@lsuhsc.edu. All information must first be approved by the appropriate department supervisor. Thank you.