

# This Week at MCL

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

January 27-February 1, 2004



## ***Adler Voltaire, RHIA***

has been named Acting Chief Administrative Officer of the Medical Center of Louisiana. A graduate of Chicago State University, Adler has been Director of Medical Record Services at MCL since 1999; among his duties was Discipline Chief for the health information management/medical records directors within the nine Health Care Services Division medical centers. As CAO he will work closely with Dr. Dwayne Thomas, CEO, and all department directors in the day-to-day internal operations of both campuses. He succeeds Willie Hawkins, who will be working out of the office of Dr. William Jenkins, President of the LSU System.

## ***Mary L. Kelly, BSN, RN***

has been named Interim Assistant Administrator of Regulatory Compliance. A graduate of the University of Phoenix and of Charity Hospital School of Nursing, Mary has been with MCL since 1991. She joined Regulatory Compliance in 1999 where she served as RN Section Manager. Mary will be responsible for the areas of Quality Management, Risk Management, Regulatory Compliance, the Patient Representatives and the Operational Excellence programs. Among her numerous awards is being one of the Great 100 Nurses named by the New Orleans District Nurses Association in 1999.



## ***Happy Retirement!***

Among the latest retirees from the Medical Center of Louisiana, shown at the luncheon in their honor, are, left to right, seated, Alan Roussell and Deborah Angel, and top row, Nathalie Mills, Larry King, Judy Simkin and Barbara Winford. The next retirees luncheon is scheduled for March 5.



**Applause! Applause!**  
***Geraldine Holland***, Nurse Assistant, High Risk OB/GYN, is the January 2004 Employee of the Month for University

Campus. Her nomination reads, “Geraldine strives to provide optimal patient care to all clients on the unit and strives to go beyond her call of duty to provide comfort measures that help the clients maintain their dignity and self respect. She has earned respect from her co-workers, and the clients frequently praise her compassion, concern, respect, courtesy and understanding.

“Her work is accurate, thorough, effective

and of high quality. She is a self-starter who displays ingenuity in anticipating and meeting unexpected situations that occur so frequently on the unit. She is a mentor to all new employees and promotes relationships of trust and respect. An important contributor to MCL’s goal of optimal patient care in a healing environment, Geraldine advocates for the patients by maintaining a clean and safe environment, providing comfort and support, and striving to display a caring and compassionate nature to all entrusted to her care.

“She provides valuable insight on procedures and approaches to enhance the smooth operation of the unit and to ensure optimal patient care. She is instrumental in promoting a creative

climate to increase staff morale, is consistently flexible in adapting to high acuity of care needs of the clients, and has an ability to perform a wide range of assignments.

“She freely shares her wealth of knowledge with the entire staff and is consistently industrious, conscientious and diligent. Geraldine Holland is a true asset to the High Risk OB/GYN unit and to the Medical Center of Louisiana!”

### **A Message from Human Resources.**

The Earned Income Tax Credit (EITC) and Volunteer Income Tax Assistance Program (VITA) programs benefit low- to moderate-income families throughout the year, but particularly at tax filing season.

Did you earn less than \$35,000 in 2003? If so you may qualify for the EITC when you file your tax return. The credit could give you up to \$4,204. For the past two years, the IRS has been working in close partnership with community-based organizations to help low-income taxpayers (families earning less than \$35,000/year) gain access to EITC without having to pay for it. Additionally, Central City Asset Building Coalition (CCABC), a partner of the IRS, also works to set taxpayers up with new savings accounts, financial education, and links to programs that can help them buy homes, start businesses, or pay for education.

Next week CCABC representatives will be on both campuses to host a short financial education seminar to explain how employees can access the EITC and related programs for help, including obtaining free or low-cost tax preparation services. All employees are invited to attend the seminars scheduled for February 3 at 10 a.m., 2nd floor auditorium, Charity Campus, and noon, 4th floor auditorium, University Campus.

*Thank  
you*

Thank you to everyone who participated in the Yoplait drive to raise funds for the fight against breast cancer. Colleen Lemoine, Clinical Nurse Specialist for Oncology, who spearheaded the drive, turned in 570 lids

from the Medical Center of Louisiana.



### **Performance Improvement**

## **Advocacy: Looking out for our customers.**

In keeping with our tradition, as MCL employees we are committed to customer care and advocacy on the part of those customers. Advocacy is supporting the cause of those who lack resources for a reasonable quality of life. It means standing up for those who cannot stand up for themselves. A few ways you can advocate for our customers are:

- ▶ ***Let the customer know you care.*** Customers are more likely to share needs if they feel recognized and validated.
- ▶ ***Listen attentively.*** Watch for non-verbal cues. Even though we are conditioned to say we are “fine” when asked, look at body language, posture and facial expressions for cues that may indicate there might be an unmet need they are not sharing.
- ▶ ***Be consistent and dependable.*** If you tell your customer you will be right back, then that customer will be expecting you. Be honest and realistic about what you can offer and the customer will be able to trust you.
- ▶ ***Take all customer complaints seriously and address them immediately.*** Being heard and recognized is an important way to validate your customer’s feelings and needs.
- ▶ ***Provide praise and encouragement.*** Sometimes the biggest turning point for customers is when someone shows them they believe in them and their ability to thrive and prosper. Smile and offer encouragement.

This column was submitted by the staff of Education and Staff Development. Please direct any questions or comments to the Employee Opinion Line at 2-3801.

### **SANE Training Set.**

A new training session for anyone interested in becoming a Sexual Assault Nurse Examiner (SANE) will take place March 1-5. If you are interested in learning more about this new role in forensic nursing, please contact Deb Travis at 679-9677 or 2-0357.

### **A Night with the Hornets.**

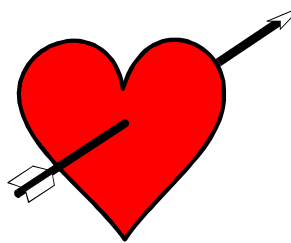
The Medical Center of Louisiana Foundation is sponsoring a "Night with the Hornets" on Wednesday, January 28. Fifty tickets, regularly priced at \$58, will be sold for \$20 on a first-come, first-served basis. The game is between the Hornets and the Milwaukee Bucks beginning at 7 p.m. at the New Orleans Arena. For tickets see Rose Davillier, Contracts Office, 4th floor, University Campus, or call her at 2-3047.

### **Happenings & Reminders.**

- **LSU/Tulane Multidisciplinary Breast Cancer Conference.** Each Friday, 1-2 p.m. following the Tumor Board meeting, 1542 Tulane Avenue, room 710. Physicians who wish to have a case presented should call Nicole Chatelain at 568-4765.
- **LSU Health Sciences Center Medicine Grand Rounds.** January 29, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Training the Internist for the Year 2011," with *Dr. David L. Battinelli*, Vice Chairman for Education, Program Director, Internal Medicine, Professor of Medicine, Boston University School of Medicine.
- **Health Call.** *Gail Gibson*, Associate Nurse Administrator, Maternal Child Services, and *Attorney Beth Egle* will discuss the Safe Haven Law during this week's Health Call on WLAE TV. Airing live at 8 p.m., January 29 and rerun 12:30 p.m., February 2.
- **Hazardous Material Team Training.** February 9, University auditorium; February 10, 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, Education & Staff Development, 9 Center, Charity Campus. For further details e-mail *Tim Butcher* at [tbutch@lsuhsc.edu](mailto:tbutch@lsuhsc.edu) or call him at 2-2687.
- **ACLS for Non-Critical Care.** February 18 & 19 in Education & Staff Development, C-900,

Charity Campus. Call 2-2854 to register.

- **Exercise Classes.** *Exercise* – Tuesdays & Thursdays, 4:30-5:30 p.m., Education, 9 center, Charity Campus. For further details about the class please contact Paul Hildreth via e-mail. □ *Tai Chi* – Thursdays, noon-1 p.m., Lions Clinic, Neuroscience Center. Both classes are free.
- **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



### **Be our Valentine!**

How does dinner and a movie and champagne sound as part of your Valentine celebration this year? Well, you might get that and much more if you win the next basket raffle

sponsored by the Employee Activities Committee. This time around the baskets (one for each campus) will be based on a Valentine theme. Proceeds will benefit the Employee Emergency Relief Fund to help our fellow employees in time of emergency need. Tickets will be \$1 each or 6 for \$5; members of the EAC will sell them in the lobby of each campus February 2-11 (except on the weekend) from 11 a.m.-1 p.m. Drawings will take place at 1 p.m., February 11. The winners will be notified.

### **Weight Watchers, Anyone?**

Weight Watchers International is conducting a class at the VA Hospital, 1601 Perdido Street, each Monday at 12:30 p.m. in room 8A111. Contact Noel at 568-0811, extension 3777 for details.

**This Week at MCL** is published through the Marketing & Public Relations Department, now located in suite 711, 2025 Gravier Street, New Orleans 70112, Jerry Romig, Director, Lynn Lorando, Editor. Deadline is 5 p.m. each Monday. Please send the information or pictures by e-mail to [mlozan@lsuhsc.edu](mailto:mlozan@lsuhsc.edu); through interoffice mail to Lynn Lorando, Marketing; or by fax at 903-3699 to her attention. All information submitted must first be approved by the department supervisor. Thank you.