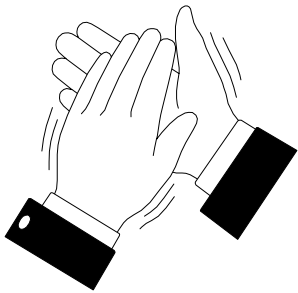


# This Week at MCL

A Memorandum to the Employees of The Medical Center of Louisiana, New Orleans  
Charity Hospital Campus ▪ University Hospital Campus

January 24-30, 2005



## Applause! Applause!

▪ **Kenneth Cotton**, Health Information Processor, is the December 2004 Employee of the Month for Charity Campus. His nomination stated, "During his eight years in Medical Record Services, Kenneth has

continuously proven to be efficient. He is an innovative self-starter who rarely needs supervision, exceeds expectations, is punctual, conscientious, able and adheres to the 'Customer Service Approach for Excellence.' He gets along well with his co-workers, manager and all with whom he interacts. He has a positive attitude, adapts to change, and accepts constructive criticism and corrections. His disposition spells professionalism and integrity. Kenneth always has ideas on how to improve the unit. If he believes or sees something is wrong, he has a fix-it-now attitude. That attitude spills over to new employees, for whom he serves as a mentor and a coach, and to all his co-workers, to whom he is positive motivator. He serves on the department's Employee Activity Committee since its establishment in 1998; the committee enhances the morale of the department; plans functions, events and parties; and collects donations for those in need. Medical Record Services wouldn't be the same without Kenneth Cotton!"

▪ **Lisa Garzotto, RD**, is the December 2004 Employee of the Month for University Campus. Her nomination stated, "Lisa is one of the dietitians who is always the innovator in our department. She demonstrates our Core Values by moving Clinical Nutrition Services into the 21<sup>st</sup> Century. For example, because of her, Nutrition Services is developing a web site that will make MCL a more efficient place; the site will also be a cost-saver because the residents will be able to download important information. Lisa works as a team player – she volunteered to be a captain on Health Walk and promotes fitness among those in our department

who have health issues. She always says, 'Yes, we can!', doesn't back away from any new challenges, and inspires others to follow."

## A Plea for Help with 2005 Kids' Fair.

Our Maternal Child Services 5<sup>th</sup> Annual Kids' Fair will take place on Saturday, April 2 from noon-3 p.m. at Popp's Fountain in City Park. While full details about the fair will be announced in the future, for now **Caroline Noya** sends out the following appeal: "We need volunteers in three- or four-hour shifts (or longer!) between 8 a.m. and 4:30 p.m. Please call me at 2-3351 with your name, department, telephone number, preferred time to work, and T-shirt size. We welcome any high school student who wishes to earn service hours by helping us. Before the fair, we will meet to discuss specific needs and safety issues."

## Notes from the Benefits Office.

The first month of a new year marks an excellent time to review your benefits and make any changes, such as:

- **Add health insurance coverage for you or your family if not currently covered.** Employees may enroll in health insurance at any time, with no need to wait for annual enrollment.
- **Drop dependent coverage on ineligible dependents who are over age.** Children may be covered up to age 21. Thereafter, they must be full-time students, and proof of student status must be submitted each semester to continue coverage. Paperwork should be completed to delete them from your insurance within 30 days of the date they become ineligible.
- **Drop that ex-spouse!** An ex-spouse is no longer eligible for coverage on your group health insurance; paperwork should be completed to drop her/him from your insurance within 30 days of your divorce.
- **Add life insurance.** Check with the insurance agent who covers your car and/or home to get an idea of what term life insurance should cost you.

Then you can compare the cost of the term life offered through payroll deduction at MCL. We have several options from which to choose, and you do not have to wait for Annual Enrollment.

– **Check your dental and vision programs.** New employees may join the vision and dental plans during the first 30 days of their employment; if you did not join a plan at that time, you will be able to sign up during Annual Enrollment in April.

– **Consider Long Term Disability coverage.** It is relatively inexpensive and could be important to you in the future.

**AN IMPORTANT REMINDER:** During the upcoming year, changes in your benefits must be made within 30 days of the event that makes the change necessary. If you are getting married and will need to add your spouse, you have 30 days from your date of marriage to complete the paperwork. Otherwise, the new spouse will be considered a late applicant and pre-existing conditions will not be covered the first year. There are similar serious consequences for not adding a newborn within 30 days of birth.

**To make changes to your benefits:** Visit the Employee Benefits Office, room 205, Butterworth Building, between 7:30 a.m. and 4:30 p.m..

### Throw me a Mardi Gras Pack . . .!



Through February 1, the Employee Activities Committee is raffling a Mardi Gras Pack on each campus, including a \$20 Popeye's gift certificate, a chair, snacks, water and much more. Tickets are \$1, six for \$5, available weekdays 11 a.m. to 1:30 p.m. outside each campus

cafeteria. All proceeds will go toward the Employee Emergency Relief Fund to help our fellow employees in time of emergency need.

### Don't throw those magazines out!

The Therapy Services Department of Mental Health Services sends out a request for appropriate magazines for patients in the Recreation Therapy Department. Please bring any magazine donations to the clerk in the glass booth, third floor center, Charity Campus. Thank you!



Each of us is responsible for fostering and helping to maintain a nurturing, healthy, safe and secure environment within MCL. All employees and volunteers must immediately report any signs of potential violence or violent behavior shown by a co-worker, patient, and/or visitor to the appropriate supervisor or the area manager/supervisor. Hospital Police shall be contacted to protect patients, staff, visitors, property and other MCL assets from violent crime, injury, theft or vandalism.

Patients who show hostile and/or abusive behavior toward anyone, including other patients, visitors, patient care providers, volunteers and other MCL staff, will be counseled, warned and asked to stop such behavior. If the hostile and/or abusive behavior persists after the warning, the patient may be discharged. The National Institute for Occupational Safety and Health offers the following **Safety Tips for Hospital Workers:**

#### Watch for signals that may be associated with impending violence:

- Verbally expressed anger and frustration
- Body language such as threatening gestures
- Signs of drug or alcohol use or presence of a weapon

#### Maintain behavior that helps diffuse anger:

- Present a calm, caring attitude.
- Don't match threats and don't give orders.
- Acknowledge people's feelings (for example, "I know you are frustrated.").
- Avoid any behavior that may be interpreted as aggressive (for example, moving rapidly, getting too close, touching or speaking loudly).

#### Be alert:

- Evaluate each situation for potential violence when you enter a room or begin to relate to a patient or visitor.
- Be vigilant throughout the encounter.
- Don't isolate yourself with a potentially violent person.
- Keep an open path to leave; don't let the potentially violent person stand between you and the door.

#### If you can't defuse the situation quickly:

- Remove yourself from the situation.
- Immediately notify the area supervisor, who will notify Hospital Police and call the operator.

## Happenings & Deadlines.

- **Breast Cancer Support Group.** January 25, 4-5:30 p.m., 4<sup>th</sup> floor classroom, University Campus. Offered by the staff of MCL Occupational Therapy, Rehabilitation Services. Open to anyone who has or has had breast cancer and their family members. For more information call 2-3122.
- **Fitness Health Fair.** January 25, Education/Staff Development, 9 center, Charity Campus, between 4:30 and 5:30 p.m. Conducted by members of Physical Therapy Department. Find out your blood pressure reading, heart rate, body fat, weight, height, body mass index (BMI), and fitness level. For more details, contact **Paul Hildreth** on e-mail.
- **Tulane University Health Sciences Center Grand Rounds.** January 26, 1430 Tulane Avenue, noon-1 p.m., auditorium. "A 38-Year-Old Man with a Nose Bleed," by **Dr. J. Hudson Segret**, Resident, Department of Medicine, and discussed by **Doctors Vecihi Batuman**, Chief, Renal Hypertension Section, VA Medical Center, and **Richard S. Witzig**, Assistant Professor of Medicine, Section of Infectious Diseases.
- **LSU Health Sciences Center Medicine Grand Rounds.** January 27, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Janus Odyssey: From Mythology to Evidence-Based Medicine through New Orleans Savoir Faire" with **Dr. Alfredo Lopez-S**, Fred Allison Jr. MD Professor of Medicine, Vice Chair Academic Affairs, Chief Nutrition and Metabolism Section.
- **Prep To Go LASERS Seminar.** February 10. One-day Pre-retirement Education Program, Charity Campus, 2<sup>nd</sup> floor auditorium. Registration at 7:30 a.m.; first presentation at 8. If you are within five years of meeting retirement eligibility, you may attend this program. Age/service requirements for retirement are: age 60 with 10 years of service credit; age 55 with 25 years of service credit; and any age with 30 years of service credit. Service credit is based on years you have contributed to Louisiana State Employees Retirement System. Application available in Benefits Office, room 205, Butterworth Building, and must be signed by registrant's supervisor.
- **Tax Notice.** February 14<sup>th</sup> is the deadline for any employee who was tax exempt for the year 2004 to complete a new 2005 W4 (Employee Withholding Allowance Certificate) and submit it to the Payroll Department, room 405, Butterworth Building. If you were tax exempt for 2004 and do not submit a new tax exemption form by the deadline, your tax status will be changed to single with zero deductions.
- **PPR Training for Supervisors.** February 24 in Staff Development. Mandatory Comprehensive Public Training Program (CPTP) for all Supervisory Group I Managers. For a registration form, go to <http://www.state.la.us/cptp/cptp.htm>, complete it, and bring it to Staff Development, 9 center, Charity Campus.
- **MCLNO Night at the Hornets.** February 25 is the deadline to order \$12 tickets for Hornets vs. Celtics game, 7 p.m., March 19, New Orleans Arena. Call **Carol**, Human Resources, at 2-0283.
- **Service Awards Pictures.** Complimentary pictures taken at the 2004 Service Awards Breakfast can now be picked up from Administration, 4<sup>th</sup> floor, weekdays, 8:30 a.m.-4:30 p.m. See Katherine.
- **Flu Vaccine.** Free to MCL employees, volunteers and residents; \$12 for attending staff physicians and contract workers working within MCL. Attending staff physicians should pay in the Graduate Medical Education office, 4 West, Charity Campus, and contract workers at the cashier's window on either campus; then bring the receipt when you come for the shot. Flu shots are given between 6:30 a.m. and 4 p.m., E607, Charity Campus.
- **Asthma Group Session.** Tuesdays, 2-3 p.m., General Clinical Research Unit, 5 East, Charity. 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. Anyone with asthma welcomed. Free, but please call **Adonica Webb** at 574-1767 or 2-0237 if you plan to attend.
- **Exercise Class.** Tuesdays & Thursdays, 4:30-5:30 p.m., Education, 9 center, Charity Campus. For more details contact **Paul Hildreth** via e-mail.
- **Outpatient Congestive Heart Failure (CHF)/Disease Management Teaching Session.** **Wednesday**, 8-9 a.m. and **Thursday**, 1-2 p.m., Cardiovascular Clinic, 2025 Gravier Street, room 601. Those who receive their medical care at MCL and have had their diagnosis verified by an echocardiogram are welcome. Please bring all of your medications to class. For info call **Patsy** or **Yolanda** at 2-3112. Physicians and medical providers **only** can call 903-4652 (not a triage line) to refer hospitalized patients who have been evaluated in our Emergency Department to ensure speedy follow-up in the CHF Clinic.
- **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, noon, free; *AA*, Tuesdays, noon, free; and the *Chemical Dependency Education Group* for those who may be chemically dependent or have family members who are, Thursdays, 4-5 p.m., \$10 per group period.

▪ **Mandatory Comprehensive Public Training Program (CPTP).** June 30 will be the deadline to complete the mandatory CPTP training. If you are in a required supervisory group and have yet to register for your classes, or still need to complete one or two classes, contact *Evelyn Masters*, 2-0867, to register and for further details.

### From the Mailbox.

▪ I was brought to Charity Hospital following an accident on December 2. This was my first experience with Charity Hospital, and although I had always heard about the professionalism and state-of-the-art equipment, I was truly in awe with everything. The whole night was inspiring, and I thank everyone in the Emergency Room and those associated with the Charity Hospital system. They include: *Doctors Lala Dunbar, Edward Halton, Adam Hankins, Jason Knovning, Shannon Matthews and Daniel Walters*; and *RNs Raymond Arroyo, Christopher Nash and Jennifer Nugent*. Thank you all!

– *Donald W. Johnson, Metairie*

▪ We thank your staff for the professional and compassionate care given to our family member, John Regan. Unfortunately, the injury he sustained in his accident was complicated by his pre-existing medical conditions and was fatal. We know that he received the best treatment available and we are very appreciative of that. It was obvious to us that he was treated with dignity and respect in his last days, which was a true reflection of how he treated others.

Most everyone we came into contact with was outstanding, but we must mention and thank some staff by name: The Neurosurgical Team of *Doctors Bryan C. Darling, Everett G. Robert and Gabriel C. Tender* was excellent. The nursing care was top notch, starting in ER with *Katherine Brockhuff and "Mary,"* who allowed us to spend such precious time with our loved one before he went to surgery, which



was the last time he was conscious. Words can't express our gratitude for that. The 7 East Neuro ICU staff, especially *Kim Matherson, Grenes Mayaski and Holly Toca*, was superb. On 6 West MICU, the compassion and care given by *Davina Honore, Dan Kiff, Nick Nalty, Todd Tartavouille* and *Dr. Johnson* were wonderful. Also, the support given by *Father Miguel* was genuinely appreciated.

Remember how important and special the work you all do every day is, and that during such a difficult time for us, each of you made a positive difference.

Thank you.

– *The Family of John Regan*

### Welcome to MCL.

*Tasha M. Breaux*, Medical Clinic; *Tribble C.A. Condor*, Medical Records; *Roberto M. Franklin*, Property Control; *Barbara L. Kearns* and *Lisa Young*, Surgical Services; *Janois R. Middleton*, Fiscal Coding; *Richard E. Parisi* and *Valarie T. Torregano*, Patient Billing; *Sandra Sharrett-Brooks*, Mental Health Services; and *Dwayne J. Steele*, Pharmacy. **RN Pool** – *Kenya M. Johnson* and *Genelle W. Williams*. **Occupational Therapist Pool** – *Kelly H. Kropog*. **LSU Contract** – *Orlando Martinez* and *Lindsay Mohney*, Physical Therapy.

### If you are leaving . . .

To schedule an exit interview if you are leaving through transfer to another agency, resignation or termination: RNs and LPNs should call *Lori Burns* at 2-1015, all others, *Ned Heymann* at 2-0954. During the interview you will receive information about your final paycheck, retirement, insurance, etc. Please bring your MCL ID; you will be provided a temporary one for the time you work after the interview.

### Away from Work.

*Todd Danos*, Occupational Therapy, Charity Campus, ran the Houston Marathon on January 16. His time was 3 hours, 11 minutes, 43 seconds, which qualifies him for the Boston Marathon in April!

**This Week at MCL** is published through the MCL Provider Relations, Public Relations & Marketing Department, *Jeré Hales*, Director, *Lynn Lorando*, Editor. Our office is located in room 711, University Medical Office Building, 2025 Gravier Street, New Orleans, 70112. Unless announced otherwise, the deadline is 5 p.m. for the following week's issue. Submit all items to Lynn Lorando on e-mail, through interoffice mail, or by fax to 903-3699. We welcome either electronic or hard copy pictures for consideration. All items submitted must have both supervisory approval and the name and telephone number of a contact person. Thank you.