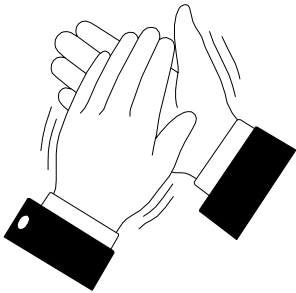


This Week at MCL

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

March 21-27, 2005



Applause! Applause

Thelma Morris, Nurse Assistant 2, Adult Isolation Unit, is the March Employee of the Month for Charity Campus. Her nomination states,

“Thelma is a dedicated employee who consistently comes to work and does her job well. When she arrives for work, she immediately starts her daily tasks, making sure that her assigned patients are properly taken care of. She knows what duties are expected of her and does them without having to be reminded. She adapts well to changes on the unit. For example, when the unit lost an employee on the evening shift during a layoff, Thelma volunteered to work 12-hour shifts when needed.

“She voices her concerns and offers her input, but then complies with the final decision. The patients like her taking care of them. She treats them with dignity and respect, as she does her co-workers. The nurses like working with her because when asked to do something, she does it without hesitation and they know it will get done properly, accurately and thoroughly. She lends a supportive, team-like atmosphere to the unit, does not gossip, and is professional. Thelma Morris is like an ‘Old Faithful’: She is where she is supposed to be, when she is supposed to be, doing what she is supposed to do. A real asset to the Adult Isolation Unit, she definitely contributes to 9 West being The Healing Place!”

For Our Safety & Security . . .

Romallis M. Theard, Jr., Life Safety/Fire Prevention Manager, Facilities Management, reports the following: “While making rounds I have noticed:

- secured access doors being propped open;
- employees and visitors opening the doors to allow people to enter;
- people entering when others are leaving;

- employees swiping their IDs and waiting for the doors to automatically open – none are automatic; and
- employees kicking, pulling or punching the doors because they don’t know that they should be using their IDs.

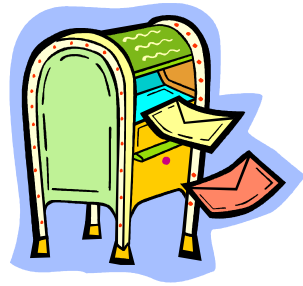
“Every month MCL Police confiscates dozens of possible weapons from people who are entering Charity Campus – 99 percent of them may not even know that what they have is considered a weapon and they may have no intent of harming anyone. The remaining 1 percent might intend to do harm or harm one of us if provoked. Each time we allow someone in through one of the secure entrances we increase the risk of having someone in our facility who intends harm. Considering the number of people who travel in Charity Hospital daily, that percentage is too high. While it is commendable to be nice, we must remember why these doors are locked and why we have metal detectors.

“In an attempt to provide a more secure environment for our patients, visitors and employees, the Medical Center of Louisiana has begun the installation of secure access on several doors, first on Charity Campus. The purpose of this initiative is to allow only MCL employees and authorized affiliates with IDs to enter at these locations. All others must pass through one of the MCL Police metal detector check points.

“The areas where you need an ID to enter are: Charity east rear, Charity west LSU Corridor, and Radiation Oncology. To enter through one of these secure access locations, you must pass your ID across the access pad in the vicinity of the door. After this is done, you should be able to enter. If you cannot enter with your ID, contact MCL Police.

If someone attempts to enter at one of these entry locations and cannot produce an authorized ID, please direct the person to one of the MCL Police metal detector locations to gain entry. The areas which have metal detectors are: front center main lobby, east entrance, and Emergency Room entrance. These security measures are in place to

help us work and provide patient care in the safest possible environment.”



From the Mailbox.

▪ When my son, **Jeffrey Escudé**, was transferred to the Surgical Intensive Care Area, the staff there was the best I have seen in my 83 years of life. They are so gentle with lay

people’s questions and do their best to clear the families’ worries. Thank you to everyone!

– *Alice Kuchler, Carriere, MS*

▪ **Darlene Waldweiler, RN**, Supervisor of the ENT Clinic, has gone through great trouble to assist me in getting some of my eye patients from Lafayette to New Orleans in a timely manner. Every conversation I have had with Darlene, she has reiterated that taking care of the patients is the top priority. She is very sympathetic to the distance that the patients have to drive and will try to get our patients seen as early as possible. Darlene is doing her job, making it possible for people to keep their sight.

– *Tina L. Turnage, RN, C,*

Disease Management Director, Lafayette

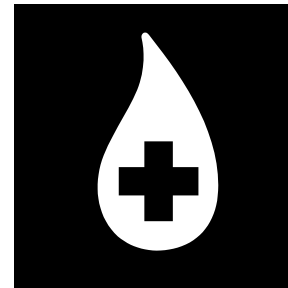
▪ (The following letter is from **Annette Faraldo-Pinsonat**, Louisiana Organ Procurement Agency In house Coordinator for the Medical Center of Louisiana.) “I wanted to update everyone on the great achievements the Medical Center of Louisiana had last year and the success that continues.

“We ended the year with 22 donors, resulting in 77 organ transplants. Twenty six families consented to donate, but four cases were not recovered due to poor organ function. With the Approach Team in place, MCL improved the consent rate to over 70 percent in the last quarter of the year. The Approach Team consists of **Jasmine Acosta**, Hospital Police, **Loc Dinh**, Surgery, and **Troy Wells**, Nursing Administration, who have gone through extensive training in the donation process and family support, and who work part time for LOPA. This team embodies care at MCL. In 2005 we have had eight organ donors from among the 10 families who gave consents, resulting in 25 organ transplants – 17 in the New Orleans area.

“We are at 100 percent consent rate thus far for 2005. I would like to thank the Trauma Team

and the ER and Critical Care staffs for their support and hard work. MCL has really embraced the donation process from Admitting, Campus Police, Lab, Medical Records, Pharmacy, Respiratory Therapy and to the wonderful nursing staff that works so hard to support our mission. I am honored to work with such a dedicated group of professionals.”

Successful Blood Drive Donor Could Equal Jazz Fest Tickets for Two!



A Jazz Fest Prize Pack, including two tickets to 2005 Jazz Fest courtesy of The Blood Center, could be yours if you are a successful donor at our next blood drive! The drive will take place Wednesday, March 30 on Charity Campus and

Friday, April 1 on University Campus – from 10 a.m. to 4 p.m. each day in the auditorium of each campus. A prize pack will be offered on each campus. The drawings will be in addition to the usual perks: choice of a T-shirt or placement in the Blood Assurance Program, a free meal in the cafeteria, and a cholesterol screening. To sign up now, please call **Carol Hubert**, Human Resources, at 2-0283.

Happenings & Deadlines.

▪ **Tulane University Health Sciences Center Medicine Grand Rounds.** March 23, noon-1 p.m., 1st floor auditorium. “An Approach to Volume Expansion-Mediated Essential Hypertension,” with **Dr. Jules B. Puschett**, Professor and Chairman of the Department of Medicine, The Harry B. Greenberg, M.D. Chair in Internal Medicine, Adjunct Professor of Pharmacology, and Assistant Dean for Network Affairs.

▪ **LSU Health Sciences Center Medicine Grand Rounds.** March 24, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. “Management of ST: Segment Elevation Myocardial Infarction,” with **Dr. D. Luke Glancy**, Professor of Medicine, Section of Cardiology.

▪ **PPR Training for Supervisors.** March 30, April 28, May 29 or June 26. CPTP class for Supervisory Group I managers. To register for any of the classes complete the registration form found

on CPTP's web site, and bring it to Staff Development, 9th floor, Charity Campus, or e-mail it to Staff Development at 903-2111.

▪ **Maternal Child Services 5th Annual Kids' Fair.** April 9, 11 a.m. to 2 p.m., Popp's Fountain, City Park. Needed: Volunteers who can work a three- or four-hour shift between 8 a.m. and 4:30 p.m. Call *Caroline Noya* at 2-3351 with name, department, phone number and preferred time to work. Thank you!

▪ **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 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 echo cardiogram are welcome. Bring all 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.



Give Us Your "Miles & Smiles!"

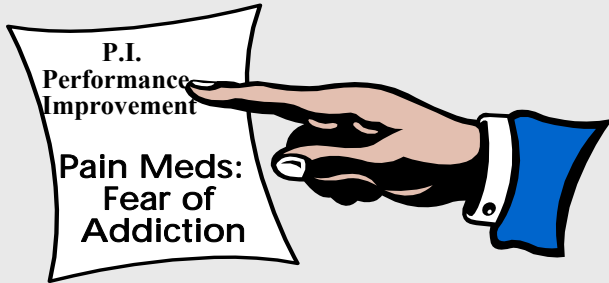
We checked with the people at *The Times-Picayune* about borrowing an idea from their Sunday Travel section, and they said, "Go for it!" And so, with thanks to them, we will. The suggestion comes from *Carol Hubert*, Human Resources, and we believe it could be a fun one: If you are planning a vacation this year, whether near or far, we invite you to have your picture taken holding up an issue of *This Week at MCL*. Then send the picture, either electronically (preferred) or hard copy, to *Lynn Lorando* in Marketing, with the following details:

- where you were when the picture was taken;
- the date the picture was taken;
- the distance from your home to the vacation location (if known);
- the names and relations of everyone in the picture, listed left to right (You, the employee, must be among those in the picture.); and
- your name, department and a daytime number so that the editor can contact you if needed.

Then, when space permits and if the picture meets our guidelines of suitability and reproduction, we will share as many pictures as possible with our *This Week at MCL* newsletter readers. We thank Carol passing on the "Miles & Smiles" suggestion.

Six Flags VIP Card Now Available.

With your Six Flags VIP card, you can receive up to \$15 off on each of up to six general admission tickets. Pick up your free card today from either *Dru Guter*, Marketing, room 711, University Medical Office Building, or *Carol Hubert*, Human Resources, room 308, Butterworth Building.



One of the barriers to the proper management of pain is the concern on the part of the healthcare professional, patient and/or family that receiving narcotic pain medication will lead to addiction. Addiction is complicated and can mean many different things. Discussing and clarifying what addiction is and what some other terms mean should assist in the management of people in pain.

Addiction is usually characterized by behavior that includes one or more of the following: the inability to control drug use, compulsive or automatic use of the drug without thinking about the level of pain, continued use of the medication despite harm, and craving the medication. Becoming addicted to pain medication rarely happens when people are actually in pain. Taking pain medications when you are in pain is **not** the same thing as being addicted. Addiction to pain medication would mean that the pain is gone, but the person continues to take the pain medication anyway. For most people in pain, when the pain decreases the use of the narcotic also decreases.

Many people get concerned when their medication has to be increased because their initial dose has stopped working for them. This is not a sign of addiction, but is something called **tolerance**. Tolerance to a medication might occur over time and is easily fixed by an increase in the dose of medication. This is a normal occurrence when taking pain medication over long periods of time. Tolerance does not mean you are addicted to the medication nor does it cause addiction.

Physical dependence means that if the medication is stopped suddenly the patient will experience symptoms of withdrawal – like sweating, tearing or diarrhea. Physical dependence occurs with many medications that are not narcotic, such as certain steroids. Even caffeine when abruptly taken out of a person's diet can cause symptoms of withdrawal. Physical dependence does not mean addiction and does not cause addiction.

The patient should talk to her/his doctor about weaning or tapering off of pain meds after long-term use.

For further information call **Donna Earles, MN, APRN, BC**, MCL Clinical Nurse Specialist for Pain Management, at 2-3261.

Welcome to MCL!

Kim C. Alveris and *LaTanya D. Morris*, CCU; *Catrina M. Armstrong*, *Crystal N. Marshall* and *Carliss H. Williams*, Medical Records; *Tameika M. Baker*, Fast Track; *Julita M. Beaulieu*, *Brooke S. Curtis* and *Tanya M. Picard*, Nursery Level 2; *Jasper C. Cook*, *Cary M. Hotard*, *Chantrell J. Franklin*, *Brian L. Kaplan*, *Aaron Waters, Jr.*, and *Glenn M. Williams*, Facility Management; *Tzucanow D. Cummings*, Neuro ICU; *Linda S. Davis*, Surgical Services; *Rosemary F. Escoto*, Telemetry Intermediate Care; *James E. Haynes, Jr.*, Sterile Processing; *Tihisha D. Ingraham*, Pharmacy; *Jahlon T. Jackson*, Nutritional Services; *Cheryl L. James* and *Robert N. Sass*, Orthopedic Clinic; *Janella W. Jett*, One Day Stay; *Stephanie A. Lala*, Pediatric Inpatient; *Dinnika T. Lawrence*, Medical Director Services; *Mary Lewis*, Interview Screening; *Shelitha M. Rainey*, High Risk Antepartum; *Michael F. Shard, III*, and *Kasey L. Sortina*, Respiratory Therapy; *Sandi Stewart*, Patient Billing. ▪ **RN Pool:** *Tameka A. Anderson*, High Risk Antepartum; *Cynthia C. Beniger*, Ambulatory Administration; *Gaynell P. Massey*, OB/GYN Clinic; *Lisa G. Oubre*, Pediatric Inpatient; and *Jodi T. Powell*.

MCL Emergency/Disaster Codes

Call 2-5000 for ALL Codes!

BLUE	Cardiac Arrest
BROWN	Internal Disaster
GRAY	Severe Weather
GREEN	Obstetric Delivery
Outside of Labor & Delivery	
ORANGE	Radiation Emergency
PINK	Infant/Child Abduction
PURPLE	Violence/Volatile Situation
RED	Fire
WHITE	Bomb Threat
YELLOW	External Disaster

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 for submitting news is 5 p.m. Monday for the following week's issue. Please submit all items to Lynn Lorando on e-mail, through interoffice mail, or by fax to 903-3699. We welcome electronic or hard copy pictures. All items submitted must have both supervisory approval and the name and telephone number of a contact person. Thank you.