

This Week at MCL

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

December 15-21, 2003

Gail Gibson named 2003 Charles E. Dunbar, Jr. Award Winner!

Gail Gibson, MN, RN, Associate Nurse Administrator, Maternal Child Services, has been selected to receive the prestigious 2003 Charles E. Dunbar, Jr. Career Service Award. Only 12 honorees from 400-plus official agencies and more than 100,000 Civil Service workers in the Civil Service System throughout Louisiana are selected for the award each year. Mr. Dunbar was a distinguished lawyer and community activist who wrote both the 1940 and 1952 Louisiana Civil Service laws.

Gail's accomplishments are numerous and impressive. She is responsible for all Medical Center of Louisiana Maternal Child Services which include two emergency departments, three critical care units, two high risk units, three general care units, two hospital clinics, and one community clinic – and its \$25 million budget.

An excerpt of her nomination states, "Gail has aligned the nursing care delivery structure with the Maternal Child Services to exemplify the excellence-in-care goal of the hospital. She consistently demonstrates her commitment to perform at a level that exceeds her job requirements. She has designed numerous endeavors that highlight the quality impact the state health-care system has on the health and well-being of the state's most vulnerable residents – women and children.

"Gail has developed a customer-friendly department that promptly responds to patient concerns. Patient care services have also been improved due to quality improvement initiatives she implemented. In order to sustain those initiatives she has introduced a staff recognition-of-service program to promote employee satisfaction and retention.



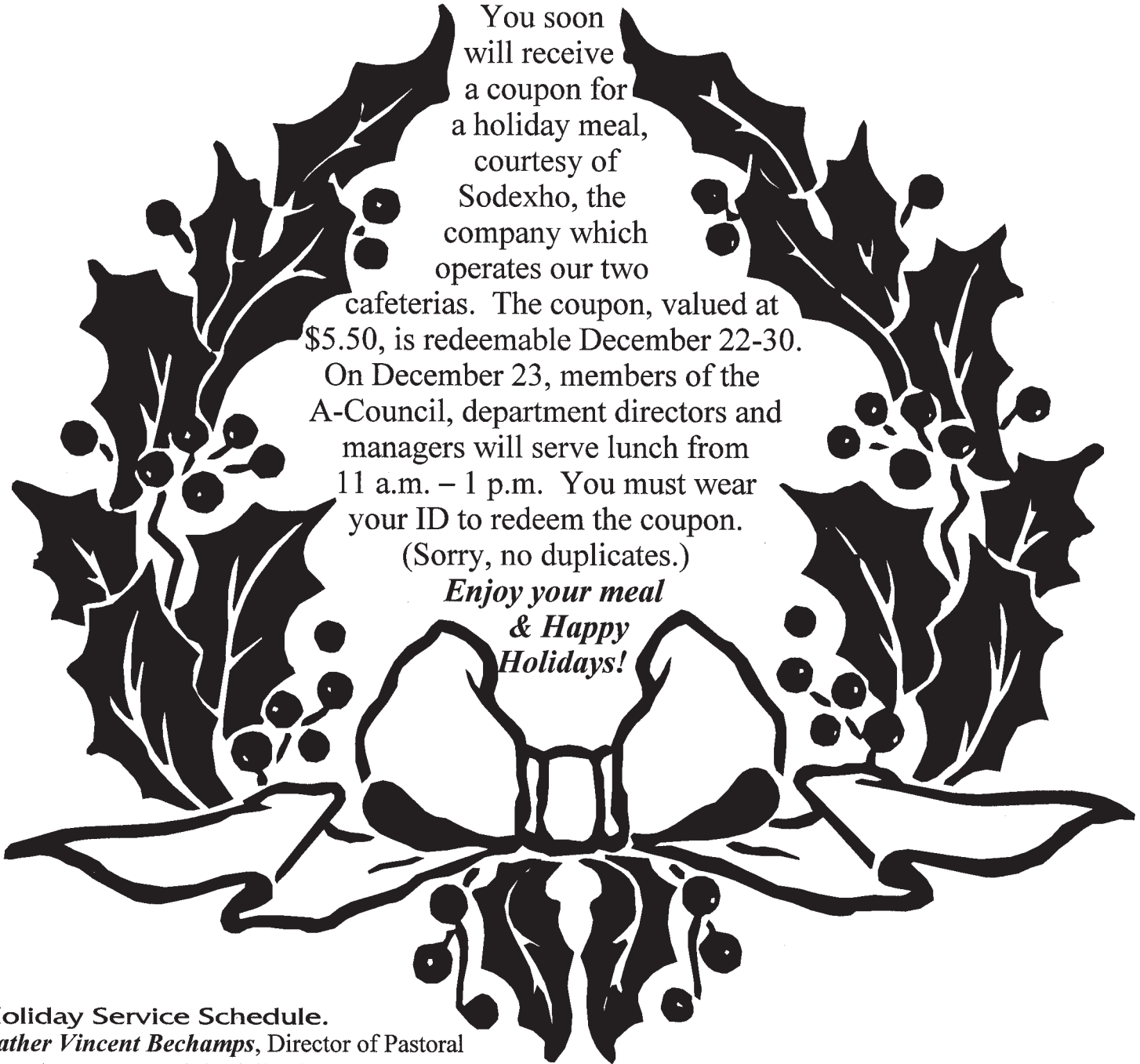
Gail Gibson, MN, RN

"This year Gail received the JCAHO Letter of Commendation for demonstration of a model service that reflected consistent adherence to regulatory compliance. Among her other awards is 2002 MCL Director of the Year."

Speaking about the Dunbar honor, Gail said, "This award is more a team than an individual award, because everything we do here we do as a team to succeed. Our focus is always what is best for our patients, our department and our hospital."

An MCL employee since 1986, Gail, her husband and two children reside in Gretna. *We applaud our 2003 Charles E. Dunbar, Jr. Winner!*

Happy Holidays from Sodexho!



You soon will receive a coupon for a holiday meal, courtesy of Sodexho, the company which operates our two cafeterias. The coupon, valued at \$5.50, is redeemable December 22-30. On December 23, members of the A-Council, department directors and managers will serve lunch from 11 a.m. – 1 p.m. You must wear your ID to redeem the coupon. (Sorry, no duplicates.)

*Enjoy your meal
& Happy
Holidays!*

Holiday Service Schedule.

Father Vincent Bechamps, Director of Pastoral Care, has announced the following schedule for services on both campuses during the upcoming holiday season:

Charity Hospital Campus, Chapel, 6th Floor

December 15, 17, 22 & 24, noon-12:30 p.m.,

Christian Bible Class

December 16 & 30, noon-1 p.m., Women to Women Gathering

December 23, 1 p.m., Catholic Mass

December 28, 10:30 a.m., Catholic Mass

December 30, 1 p.m., Catholic Mass

University Hospital Campus, Chapel, 2nd Floor

December 23, 10:30 a.m., Christian Prayer Service

December 25, 11:30 a.m., Catholic Mass

December 28, 11:30 a.m., Catholic Mass

December 30, 10:30 a.m., Christian Prayer Service

January 1, 2004, 11:30 a.m., Catholic Mass.

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, please call Nicole Chatelain at 568-4765.

■ **Save Lids to Save Lives.** December 15 is the deadline to turn in your Yoplait pink yogurt lids to help in the fight against breast cancer. Call **Colleen Lemoine** at 2-3767 to have your lids picked up or drop them off at Teresa Krutzfeldt's office, 4th floor, University Campus.

■ **CPR Heartsaver Class.** December 16, 7:30 a.m.-noon. Staff Development, C-900, Charity Campus. Must register in person with \$4 per class, payable by check or money order to MCLNO Foundation. Call 2-2854 or 2-2057.

■ **Craft & Plant Sale.** December 16, 17 & 18, noon-5 p.m., LSU School of Medicine, 1542 Tulane Avenue. Sponsored by the Occupational Therapy Department/Mental Health Services. All proceeds will be used by patients for bus fare to and from the OT Clinic.



■ **ACLS for Non-Critical Care.** December 17 & 18 in Education & Staff Development, C-900, Charity Campus. Call 2-2854 to register

■ **Tulane Health Sciences Center Grand Rounds.** December 17, noon-1 p.m., 1430 Tulane Avenue, 1st floor auditorium. "Nuclear Cardiology in the ER," with **Dr. James Udelson**, Director, Nuclear Cardiology Laboratory and Co-Director, Heart Failure & Transplant Center, Tufts New England Medical Center, Boston.

■ **LSU Health Sciences Center Medicine Grand Rounds.** December 18, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "To Err is Human, To Understand Error is Divine," with **Dr. Peter DeBlieux**, Program Director Emergency Medicine Residency, Section of Emergency Medicine.

■ **Health Call.** "The Dangers of Binge Eating & Drinking During the Holidays" will be the topic during Health Call this week. **Dr. Jeffrey Wiese** welcomes your calls during the show on December 18, WLAE TV, 8 p.m.; the program will be rerun December 21 at 12:30 p.m.

■ **Exercise Classes.** *Exercise* – Tuesdays & Thursdays, 4:30-5:30 p.m, Education, 9 center, Charity Campus. □ *Tai Chi* – Thursdays, noon-1 p.m., Lions Clinic, Neuroscience Center. 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.

EAC Sponsors Stocking Raffle.

The stocking is 3 ½ feet long, brimming with Christmas items, and it could be yours for just \$1! That's the cost of one ticket (or six for \$5) for a chance to win a stocking being raffled by the Employee Activities Committee to raise funds for the Employee Emergency Relief Fund to help our fellow employees in time of need. Tickets will be sold 11 a.m.-1 p.m., December 15-19 in the front lobby of each campus. Drawing will take place at 2 p.m. December 19. Winner need not be present.

MCL in the Community Limelight.

■ Members of the **Living History Project**, sponsored by the New Orleans and Louisiana departments of tourism, visited Charity Hospital. They toured several units including 4 East, 4 West and 9 West. ■ Working with **Dr. Newton Hyslop**, the Marketing Department coordinated press coverage and invited a select group of elected officials, city health clinic leadership, civic leaders and members of the MCL medical staff with a direct interest in infectious diseases to attend planned educational tours of both 9 West (Infectious Disease in-patient unit) and the South Roman Street HIV Clinic. The effort was part of World AIDS Awareness Day. Dr. Hyslop is Chair, Section of Infectious Diseases, Tulane University School of Medicine, and a member of the teaching faculty of MCL on infectious diseases. Thank you to everyone who had a hand in this effort to bring awareness about the work of MCL in the area of AIDS.



Performance Improvement

**A Twist on
New Year's Resolutions**

Far too often our New Year's resolutions focus on things we will *stop doing*. As we end the year and start thinking of New Year's resolutions, how about this time focusing on things we can *start doing* as employees of the Medical Center of Louisiana? Here are a few suggestions.

In 2004, I will . . .

- Treat every customer like one of my favorite family members.
- Think carefully before speaking.
- Offer my co-workers assistance after I have finished my work.
- Give the gift of a smile freely and frequently.
- Do my part to prevent angry situations from escalating.
- Stop when I see a potentially unsafe situation, and fix it or call it to the attention of someone who can fix it.
- Answer the phone with a smile and in a polite and welcoming way.
- Walk quietly through the halls and my department so that resting patients can rest.
- Use good and frequent hand hygiene and use Standard Precautions with all patients.
- Use the magic words "Please" and "Thank you" often.
- Do the *right* thing at the *right* time in the *right* place for the *right* reason.
- Do my part to make MCL a Center of Excellence.

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

Is it yours?

If you lost a stethoscope on Johnson Street on December 3, please call 619-5914 or 903-8946 to speak with the person who found it.

CAMPUS  FEDERAL

Campus Federal Credit Union and Enterprise Rent-A-Car have partnered throughout the years to bring quality vehicles at special financing to Campus members. Now members can enjoy the benefit all year. Enterprise sells a wide variety of domestic and imported one- and two-year-old cars, trucks, sports utility vehicles and vans. Campus will finance 100 percent of the vehicle purchase price plus tax, title, license and extended warranty at its new auto rate – rates as low as 4.99 percent for 60 months. The Enterprise car lot is located at 3529 N. 1-10 Service Road in Metairie. Apply automatically through Push Button Loans at 888-769-8842 or online at www.campusfederal.org.



This Week at MCL

Holiday Deadlines. The one week in which we do not distribute *This Week at MCL* is the last week of the year. Therefore, the issue which will be distributed next week on December 22 will cover December 22, 2003 through January 4, 2004. So please make note that **the deadline for news or items of interest which you would like covered in that two-week period of time will be 5 p.m. Monday, December 15. The deadline for the first issue of the new year, to be distributed January 5, 2004, will be noon Monday, December 29.**

This newsletter is published for the employees, staff and volunteers of the Medical Center of Louisiana through the Marketing & Public Relations Department. Our offices are located in suite 518, 2025 Gravier Street, New Orleans 70112, Jerry Romig, Director, Lynn Lorando, Editor. All items and pictures submitted must have prior supervisory approval. Please send information for the newsletter to Lynn Lorando on mloran@lsuhsc.edu; by fax at 903-3699; or to her attention through interoffice mail. Thank you.