

# This Week at MCL

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

February 2-8, 2004



## Our Core Values in Action

★ **Victoria Bell** is the greatest person at all times at the front desk in Medical Records on Charity Campus. One recent Friday, a young woman came in and wanted copies of her prenatal care records. After completing the record request procedure Victoria had a heart-to-heart talk with the lady about why she should come here to deliver her baby. It seems she wanted to go to another hospital which offered a private room because her previous experience with a roommate was not good. The woman went into labor that night and the next day was in Labor & Delivery at *University Hospital!* I really believe she came here because Victoria took the time to talk to her. The patient did get a private room, the nurses were wonderful, everything went well, and the patient had a positive experience!

- submitted by *Diane Angelico, Administration*

★ **James Milton**, Environmental Services, discovered two stacks of \$20 bills totaling \$6,000 near the ATM machine on University Campus. He took the money to Hospital Police, gave them the location of the find, and sat as Sgt. Raymond DeLaCerde counted and put the money in safekeeping to have delivered to the proper people. James gave all of us a great example of our Core Values of honesty and integrity.

- submitted by *Dr. Dwayne Thomas, CEO*

## Tax Notice.

According to IRS requirements, any employee who was tax exempt for the year 2003 must complete a new 2004 W4 (Employee Withholding Allowance Certificate) and submit it to the Payroll Department, room 405, Butterworth Building, by February 13, 2004. If you were tax exempt for 2003 and do not submit a new tax exemption form by the deadline, your tax status will be changed to single with zero deductions.

## An Important Message from Patient Services.

Effective immediately if you, as a Medical Center of Louisiana employee, wish to be considered for free care you must provide proof of income in the form of a check stub. If the stub is not available at the time you seek medical care, you will be given 10 days to bring it to Patient Services. Until the stub is in hand, you will be considered "Treat and Bill," which means you are responsible for the bill. As announced earlier, all Medical Center of Louisiana employees are subject to the same deposit regulations as all other patients.

## Throw them something, Mister!

Once again this year, Recreation Therapy in Mental Health Services will stage a Mardi Gras Parade for its patients. The staff needs beads and cups for the event. Please either bring your donations to the glass booth on 3 center, Charity Campus, and mark it "R.T." or page Marion Strauss at 574-0327 to make arrangements for the donation to be picked up. Thank you!

## February Dress Down Day This Week.

Dress Down Day this month will take place on Friday, February 6. Please pick up your \$1 Dress Down sticker from either Administration, 1st floor, Charity Campus, or Marketing, room 711, University Medical Office Building. All proceeds from this monthly activity go toward the Employee Emergency Relief Fund. You do not need to dress

down in order to make a contribution. Thank you to those who participate in this program of compassion.

**From the Mailbox.**

■ **To the staff of SICU/Charity**

**Hospital:** You nursed Zachary Day, my nephew, on December 22 and 23. He died as a result of a car accident. On



behalf of his family, thank you for all the help and kindness you gave Zach, his mother, Ann, and father, Jim. It was a terrible tragedy and untold pain for our family but your kindness helped us get through it. May God bless you and the other fine people at Charity Hospital.

– *W. Cary Whitehead, III, Memphis, TN*

■ I suffer with stage 4 metastatic disease. After losing all my protective body fat and most of my muscle tissue I find it very hard to get into a comfortable position, either sitting or standing. My body can radiate pain all over from time to time, not counting multiple tumors throughout my body. Anyone who has to move me around must do so patiently and slowly in a deliberate way or I scream in pain. Simply sitting up in bed, turning and putting my feet on the floor is a major production and takes two people to help me.

Following complications I checked into Charity Emergency Room. Over the next two and one half days I was given a constant demonstration of what dedicated, intelligent and compassionate nursing should be. While each nurse in the place was a totally dedicated professional, three stood out: **RNs Karen A. Ayme, Raymond N. Evans, Jr., and Kathleen Langan**. They are particularly great nurses – the best I've ever seen. While I was under their care I wanted for nothing; they brought every little comfort I needed. They followed all my requests concerning moving me around with no complaint, great patience and words of encouragement. These three nurses and the whole crew deserve great kudos for being such professionals and so compassionate in such a hard, draining job. When I finally got assigned a room at University Hospital, I didn't want to leave them!

– *Robert Fitzgerald*

■ My wife and I were involved in a serious automobile accident on December 14 and were rushed to Charity Hospital. The EMS technicians communicated extremely well, not only among themselves, but also with Charity Hospital's Emergency Room personnel. When we arrived at Charity, the medical staff knew exactly what type of injuries were coming in from the accident and could not have given us better care. We were both taken into a triage room and worked up from head to foot. From the time we arrived at Charity until the time we were discharged from the Emergency Room, I can't imagine having received better care anywhere than that which my wife and I received.

This metropolitan area is very fortunate to have such an excellent trauma center available to its citizens. All of the Charity personnel we were in contact with were professional, comforting, upbeat and concerned. The liaison person was very helpful in notifying my brother so that he could drive us home.

Of all the people who attended us, the only name that I recall is **Dr. John Alldredge**. His bedside manner, as well as his surgical technique was outstanding. This is not to diminish the expertise of everyone else who attended us, but I just did not get their names. My compliments are just as high toward them.

– *Henry J. Jumonville, III*

■ Thank you to **Dianne Langlois** for the care she gave my father, Joseph Lipps, on the Rehab Unit, 5 West. When he was admitted she professionally and most courteously gave care and encouragement to him and my family. I was desperate for someone so positive to enter our lives at this time. There are very few ways for me to express my deepest appreciation to her. I was very confident in the way she handled my father's condition and openly gave the answers to my many questions about his condition and recovery. She is a wonderful nurse and provides excellent service and care.

– *Tina R. Lipps, Memphis, TN*

■ Charity Hospital is a blessing for us in more ways than one. My daughter was born there in 1973 with a handicap; because of the attention she received, she had no limitations and lived a good life until her death last year. On December 26, my son Wilton J. Dinger, Jr. was brought there and received the best care a parent could ask for; he

will be fine. God bless everyone employed at Charity, especially the staff of 4 East.

– *The Family of Wilton J. Dinger, Jr., Thibodaux*  
■ **To the Staff of E408, Charity Campus:** Thank all of you for the excellent care you provided to Derek Price, and the compassion and friendliness you all provided to both of us. You made our three-week stay a pleasant experience, thereby making our time there pass quickly. Each of you truly belong in health care! And to *Shelia James*, Nurse Assistant: You add such life and sunshine to the East side. Keep on smiling, Lady, and never lose that sassy style!

– *Susan & Derek Price, Chauvin, LA*

### **Welcome to MCL!**

*Tiffany R. Kelly RN*, SICU; and *RNs Elsie Stevens* and *Rhonda Whitmore*, RN, Mental Health Services. **RN Applicants** – *Jacqueline Alyea*, *Stephanie Gullede*, *Tammy M. Kelly*, *Jamie E. O'Gwynn*, *Rachelle C. Stephenson* and *Bretta Tassara*, EMS Adult; *Germaine M. Barbarin*, Pediatric Emergency Room; *Cheree Bindewald*, Oncology 6 East; *Candida Breaux*, *Courtney J. Broussard* and *Robyn R. Givens*, Neurosurgery; *Sonia C. Danna*, OB/GYN 3 West; *Richard K. Holmes* and *Michael E. Palm*, ICU; and *Brandy Lundin* and *Darrin M. Madison*, SICA; *Nicole Stewart*, Labor & Delivery; *Rhonda L. Washington-Murdock*, High Risk Antepartum; and *Portia L. Wilson*, Nursery Level 2. **RN Pool:** *Leigh Ann L. Freshley*, Ambulatory Administration, and *Ashley V. Wright*, EMS-Adult

### **Happenings & Reminders.**



■ **Valentine Baskets Raffle.** Now through February 11 (except weekend). Sponsored by Employee Activities Committee to benefit the Emergency Relief Fund. Tickets: \$1 each/6 for \$5.

Can be purchased in either lobby from 11 a.m.-1 p.m. Drawings at 1 p.m., February 11. The winners will be notified.

■ **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.** February 5, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Evaluation of the Lung Nodule: 2004" with *Dr. Stephen Kantrow*, Associate Professor of Medicine, Section of Pulmonary/Critical Care.

■ **Health Call.** *Dr. Newton Hyslop* will discuss HIV/AIDS during this week's Health Call on WLAE TV. Airing live at 8 p.m. February 5 and rerun at 12:30 p.m., February 8. Health Call, is sponsored by the Medical Center of Louisiana. If you wish to recommend a health topic for the program, please contact *Jerry Romig* at 2-3967.

■ **Hazardous Material Team Training.** February 9, University auditorium, and 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.

■ **SANE Training.** March 5. For anyone interested in becoming a Sexual Assault Nurse Examiner. For full details contact Deb Travis at 679-9677 or 2-0357

■ **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



Performance Improvement

## The Undertreatment of Pain Continues.

While enormous progress has been made in the last 10 years in pain management, we still have a long way to go. Knowledge and resources to effectively and safely treat pain exist, but based on current research, people experiencing pain of moderate to severe intensity will not have their pain managed effectively.

Barriers to effective pain management include:

- ▶ Pain not recognized as a priority in the patient's plan of care.
- ▶ Lack of education targeted at health-care professionals about pain assessment techniques and proper, ongoing intervention.
- ▶ Fear of eventual patient addiction when opioid analgesics – narcotics such morphine, dilaudid – are administered.
- ▶ Fear of respiratory depression and other changes in vital signs when opioids are administered.
- ▶ Current federal regulations for prescribing controlled substances that often interfere with the amounts of medications necessary to treat severe and/or intractable pain.
- ▶ Fear on the part of patients and families about the use of narcotics, addiction and the belief that some degree of pain is normal.
- ▶ Belief that the assessment of pain can be objective (from a medical/surgical assessment) versus subjective (from a personal assessment).

Because the experience of pain is very personal and highly subjective, Margo McCaffery, an internationally recognized consultant in the nursing care of patients with pain, provided a definition perfect for use in the clinical setting: ***"Pain is whatever the experiencing person says it is, existing whenever he says it does."***

Accordingly it is our obligation to believe the patient and respond immediately to her/his report of pain.

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For additional information or to consult with Donna Earles, Clinical Nurse Specialist for Pain Management, please call 2-3261.

*Thank You*

During the most recent MCL Blood Drive – one drive conducted on each campus – 41 people were successful donors. Door prize winners were **Danielle Smith**, Finance, and **Troy Lynn Wells**, Nursing Services.

Thank you to the donors as well as to those who attempted to give.

Blood drives are conducted on each campus quarterly. The Blood Center advises us that less than 5 percent of the eligible pool of donors actually donates. Any healthy individual 17 years or older and weighing at least 110 pounds is eligible to donate blood. Every one donation can save up to three lives. So, when the next appeal for donors goes out, please sign up.

### Revised Policies as of 1/26/2004.

**0040 - MCL Violence Prevention and Management:** to update the contents with the most current information and to add information about the use of profanity in the workplace.

The following policies were revised to update the contents with the most current information: **0042 - Handling of Contraband on MCL Premises; 0067 - On Call Meals for MCL House Staff Physicians; 0106 - Equal Delivery of Services; 2007 - Official Medical Center of Louisiana Stationery; and 8129 - Displaying an Appropriate Identification (I.D.) Badge.**

All of the policies, along with a revised Table of Contents dated January 2004 is included on the U drive.

### Condolences.

We extend our condolences to **Karen Nicks**, Maternal Child Services, on the loss of her brother, George Jones.

**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 for the February 9, 2004 issue is 5 p.m. Monday, February 2. Please send information or pictures by e-mail to mloran@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.