

# This Week at MCL

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

August 11-17, 2003



## *Happy Retirement!*

Gathering at the most recent MCL Retirees Luncheon are, front row, left to right, Beverly Wilkerson, Pathology; Rita Gaines, Telemetry Unit; Mary Cooke, Medicine Clinic; and Emelda Warren, Dermatology Clinic; back row, left to right, Mathilda Bell, Outpatient Surgery; Donner M. West, Environmental Services; Verna L. Gordon, Medicine Clinic; Myrtis M. Williams, Nursing Service; Nancy Presley and John Fletcher, both with the Respiratory Department. To each, we extend our special wishes for a Happy Retirement!

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### **If it's August, can we use the walkway yet?**

We mentioned some time back that the latest projected date for the completion of the walkway was August. Well, as we go to press with this issue of your publication, the latest report is that most of the project is indeed completed. However, the opening celebration isn't planned until either late September or early October. Opening the walkway for use will depend on security arrangements and completing the "final touches." But if you've been following the progress, the structure is looking more spectacular each day! We'll keep you posted.



**Performance Improvement**

**JCAHO: Being Ready 100 Percent of the Time!**

The Joint Commission on Accreditation of Hospital Organizations (JCAHO) has notified hospitals that unannounced visits will begin in 2006. However, those hospitals that were accredited in 2002 are part of a pilot program and can be visited at any time without notification.

“The new accreditation process – Shared Visions-New Pathways, creates expectations that each accredited organization be in compliance with 100 percent of the Joint Commission’s standards 100 percent of the time,” said Dennis O’Leary, President of JCAHO.

We have no need to worry if we are ready 100 percent of the time. Living up to JCAHO standards every day is part of living our Core Values, our Strategic Goals, our Mission and our Code of Ethics. By doing our best and living our philosophy of care, we are ready for JCAHO 100 percent of the time. Are you ready? Take this quiz to see if you know our Core Values and Mission:

**Our Core Values:**

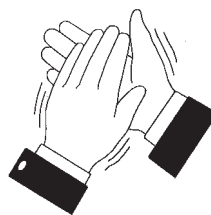
- Customer \_\_\_\_\_
- H \_\_\_\_\_ Environment
- Accountability
- R \_\_\_\_\_ & Integrity
- Innovation
- T \_\_\_\_\_ work
- Yes, we \_\_\_\_\_!

**Our Mission** is to provide \_\_\_\_\_ service to meet the health-care needs of all people through:

- M \_\_\_\_\_ Care, Education & Research
- Centers of E \_\_\_\_\_
- L \_\_\_\_\_ without Limitations.

Check the answers at the end of the back page.

This column is submitted through Education & Staff Development. Please direct any comments to the Employee Opinion Line at 2-3801.



**Applause! Applause!**

■ **Alvin Smith, RN**, Pool Nurse, received his second Service Excellence Team (SET) award in May. Joining him that month for their first

time around were: Charity Campus – **Jumel Oatis**, Environmental Services, **and Amanda Walker**, Radiology; and University Campus – **Susan Bailey**, Surgical Services; **Keisha Carter**, Purchasing; **Gay Harris** and **Sheryl Hudson**, Pathology; **Celeste Johnson**, Central Supply; and **Lori Treitler**, Medicine Clinic.

■ **Dr. Norman McSwain, Jr.**, Trauma Services Director, and Professor of Surgery, Tulane Medical School, has been invited to present the Scudder Oration on Trauma, a premiere trauma lecture, at the American College of Surgeons meeting on October 21. Dr. McSwain will talk about “Prehospital Care from Napoleon to Mars: The Surgeon’s Responsibility.”

■ Turn to page 75 of the August 2003 issue of *New Orleans Magazine* for an ad heralding **Dr. Cathi Fontenot** as the first woman to be named Medical Director of the Medical Center of Louisiana!

**Happenings & Deadlines.**

■ **Parking Contract Renewals This Week.**

August 11, 12 & 13 – Blue 2 parking site; August 13 & 14 – Cleveland parking site; and August 15 – Butterworth and L&M parking sites. If you park in any of these lots, bring a copy of your vehicle’s registration to the Parking Coordinator in the MCL Parking Office located in the University Medical Office Building, 2025 Gravier Street, room 702, to finalize your paperwork. All parkers must be wearing their MCL ID badge.

■ **LSU/Tulane Multidisciplinary Breast Cancer Conference.** Each Monday, 4-5 p.m., 1542 Tulane Avenue, room 507. Physicians who wish to have a case presented, call Christy Durbin at 568-4765.

■ **Tulane University Health Sciences Center Medicine Grand Rounds.** August 13, noon-1 p.m., 1st floor auditorium, 1430 Tulane Avenue. “New Insights into the Pathogenesis of AIDS from the SIV/Macaque Model,” with Andrew A. Lackner,

DVM, PhD, Director, Tulane National Primate Research Center, Professor of Microbiology, Immunology and Pathology.

■ **LSU Health Sciences Center Medicine Grand Rounds.** August 14, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Controversies in Cardiovascular Therapy," with Dr. Franz H. Messerli, Director, Clinical Hypertension, Ochsner Clinic Foundation, Clinical Professor of Medicine, Tulane University Medical School, Department of Medicine..

■ **Health Call.** Dr. Robert Sellards will talk about arthritis during this week's Health Call. The show was pre-recorded so we will be unable to take calls during the program this week. August 14, WLAE TV, 8 p.m., and rebroadcast August 17 at 12:30 p.m. Health Call, now in its 13th year on the air, is sponsored by the Medical Center of Louisiana. If you have a health topic you wish to recommend for the show, call Jerry Romig, who has been moderator of the show since its beginning, at 2-3967.

■ **August Microsoft Classes.** *Outlook 2000* – 12th, 19th and 20th, 9-11 a.m.; 13th from 1-3 p.m.; *Powerpoint 2000* – 14th and 27th, 9-11 a.m.; *Excel 2000* – 14th, 9:30-11:30 a.m., and 21st, 9-11 a.m.; and *Windows 2000* – 18th, 9-11 a.m. Classes in E805, Charity Campus. To register for any of these classes, call 2-6369.

■ **CPR Classes.** *Health-care Provider* – August 14, 7:30 a.m.-noon; *Heartsaver* – August 27, noon-4 p.m. In 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.

■ **Critical Care Course Offering #1:** "Psychosocial Considerations/Legal." August 26, 8 a.m.-4 p.m., Charity Campus, 9th floor; Staff Development & Education. 5.7 ANCC contact hours. First of 17-classes in the course which will run August 26-December 16. Fees: \$10 per module (non-refundable) or \$150 (refundable except \$10) for entire course for LSUHSC HCSD employees. Call 2-2854 for registration details.

■ **Cancer Activities Committee.** August 27, Medical Staff Services Conference Room, 4th floor, west. Lunch at 11:30; meeting at noon.

■ **Crime Prevention & Safety Awareness Inservice.** Tuesday, September 2, 8-10 a.m., 10 a.m.-noon, 1-3 p.m. and 3-5 p.m., University Campus auditorium. A member of the National Crime Prevention Task Force will talk about personal safety awareness and crime prevention. Free. Each session limited to 100 people, so pre-registration is recommended at 2-3372.

■ **ACLS for Non-Critical Care.** September 10 & 11 in Education & Staff Development, C-900, Charity Campus. Call 2-2854 to register.

■ **Hazardous Material Team Training.** September 15 & 18. Covers skills and knowledge required to be a HazMat Team member. 16.8 contact hours/CEUs for RNs, radiology techs, and respiratory therapists. To register call Tim Butcher, 2-2687.

■ **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: *Codependency Anonymous*, Mondays at noon; *AA*, Tuesdays at noon; *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.

#### From the Mailbox.

■ I would like to thank *the staffs of Mental Health Services, Pastoral Services, the Ambulatory Appointment Office, and the Employee Assistance*

*Program* for their great leap of support on the loss of *Honorine Major, RN*, HIV Clinic, one of three persons killed in a tragic automobile accident.

Members of the HIV Clinic staff were deeply affected. The Mental Health Services Administration staff immediately responded to the request. *Theresa Bazille, RN, Jodie Connor, CNS, Barbara McMillan, RN, and Lois Whitley, RN,*



were front runners in providing support services for the staff. **Father Vincent Bechamps**, Pastoral Care Services, provided the spiritual support and availed himself throughout the evening on the unit “just in case someone else wanted to talk.” In order for all the staff, especially the clerical staff, to talk with the support services, **Claire Scott**, office manager for the appointment office, assigned two of her employees to assist at the front desk: **Danielle Randall** and **Latrisha Samuels**; both were receptive, professional and empathetic. **Irene Ceesay**, Employee Assistance Advocate, provided information on grief and opportunities for the staff to reflect.

Why do we stay and work at an agency for so many years? In times such as this, I realize the answer: The Medical Center of Louisiana isn't just a place for a job, but a place “Where the unusual happens and miracles *do* happen every day!” I thank God for such a place and the many devoted and caring people whose paths I have crossed!

– *Frances L. Hawkins, MN, RN*

■ The nurses on the Surgical Intensive Care Unit (SICU) and Surgical Intensive Care Area (SICA) at Charity Hospital were there every minute of every day for me. They had hope for me, confidence in me, caring hearts and motivated me to move on. That helped with the time I spent and pain I experienced in the hospital. Their words and personalities made a great impact on my life. I especially thank **Wanda Cavalier, April Fugere, Robert Golemi, Esther Guajardo, Michelle Keller, Alicia Strohle, Robert Staes**, and **Walter Steven**.

– *Eric Nouvel*

### With Apologies from the EAC. . .

In the July 21-27 issue of *This Week at MCL*, there were two omissions in the Talent Show coverage:

- 1.) **Karen Chabert, RN**, Case Management, was one of the planners of the event, as well as a guest performer at intermission; and
- 2.) The name of the person who donated the Women's Gift Basket was omitted. **Ashley Bowen, RN**, generously put the basket together. The Employee Activities Committee sends apologies to both Karen and Ashley for the omissions.

### Welcome to MCL.

**Jeneice Alberts, Rickey Carter, and CheShane Francis**, Patient Escort; **Tasha Breaux**, Medicine Clinic; **Michelle Brown, CCU; Cathy Carter, 5 West; Michelle Donaldson-Bailey**, Dermatology Clinic; **Karen Dukat**, Neurosurgery; **Terry Green**, Emergency Surgery 2; **Trenee Ingraham**, Emergency Room, University Campus; **Deborah Jordan** and **Gale Washington**, Medical Records; **Tesha Lewis, 4 West; Charlotte Rondeno**, Blood Bank; **Carol Sanders, Jr.**, Diagnostic Radiology; and **Erica Shirley**, Emergency Surgery 1.

**Contract: Jason Collins, RN**, and **James Embry, RN**, Emergency Room. **Westaff: Elaine Pawlik**, Cardiovascular Clinic.

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The answers to the questions in the Performance Improvement column on page 2 are:

#### Our Core Values:

Customer Focused  
Healing Environment  
Accountability  
Respect & Integrity  
Innovation  
Teamwork  
Yes, we can!

**Our Mission:** to provide quality service to meet the health-care needs of all people through:

Medical Care, Education & Research  
Centers of Excellence  
Leadership without Limitations

**If you got them all right**, we commend you: You know our hospitals' Core Values and Mission. Congratulations and keep up the excellent work!

**If you missed any of the answers**, learn, know and live them.

Let us all strive to be our best 100 percent of the time!