

This Week at MCL

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

September 22-28, 2003



2003 Directors & Employees of the Year Named

During the meeting of MCL department directors on August 24, Dr. Dwayne Thomas announced this year's recipients of the prestigious directors and employees of the year honors. The Administrative Council chose the directors, and the department directors voted on the employees from among the 12 employees of the month on each campus between July 2002 and June 2003. Each honoree received an engraved clock and a framed certificate. The 2002 honorees, pictured above, left to right, are:

**Employee of the Year,
Charity Campus
EUELLE VINE**

Patient Representative,
Regulatory Compliance

"An extraordinary patient advocate, she supports those who lack resources for a reasonable quality of life, while providing support to clinicians and staffs of all disciplines to address the perception of our patients."

**Director of the Year
ROBERT ARNOLD**
Building Services

"He is diligent, dedicated and has an encyclopedic knowledge of federal, state and local health safety codes affecting building services. He has one of the most challenging areas based on the complexity of the governing regulations and laws and the size of our facility."

**Director of the Year
GARI SAMPEY**
Patient Accounts

"She is compassionate and has a unique ability to develop consensus and focus for her area. The improvement in services in her area and the team building services are great examples of what can be accomplished through teamwork and focused leadership."

**Employee of the Year,
University Campus
GAIL MAJOR**

Procurement Manager,
Purchasing

"Her outward expressions reflect her innermost feelings: warm, friendly, conscientious, hard-working, compassionate, diligent, knowledgeable, positive and cooperative. She displays the Core Values of MCL."

Thank You

■ (The following thank you is from the Sexual Assault Nurse Examiners (SANE) of the Medical Center of Louisiana.) “With the approaching closure of W-16, we give special thanks to **Dr. Khalil Imsais and his**

staff for their support of the SANE program. The W-16 staff was instrumental in providing an environment for SANEs to complete competency training in performing pelvic exams. They also provided follow-up care for patients who had taken HIV prophylaxis medication after being sexually assaulted. **Lisa James, RN, SANE, and Sheri Pellagalle, RN, SANE,** as well as other W-16 staff, facilitated the process of weekly lab draws, and ensured that these patients could safely continue the medications. The follow-up plan devised between Dr. Imsais’ staff and the SANE program was the first of its kind in this country. The Walk In Clinic staff addressed the special needs of these patients with delicacy, professionalism, compassion and respect. We salute them for their tremendous efforts in coordinating such a unique follow-up effort with our patients, and thank them for their collaboration.”

■ The Medical Center of Louisiana Foundation received a \$200 gift from a Mandeville resident “in response to the problems that your hospitals are encountering as a result of your severe budgetary shortfall.” Along that same line, **Jerry Romig, Marketing,** has been speaking to Rotary clubs about our budgetary problems. At the conclusion of his talk to the Metairie Rotary Sunrise Club the club conducted its usual 50-50 drawing. The winner, **Jackie Elliott,** turned over her \$15 winnings to Jerry for the good of Charity Hospital!

Happy Retirement!

Those who have announced their retirement from MCL and have been invited to the retirement luncheon this Friday are: (number denotes years of service): **Dale Mary Bell,** Ophthalmology Clinic, 12; **Sandra Eaglin,** GYN, 29; **Mark Glazer,** Pharmacy, 30; **Lenell Harris,** Medicine Clinic, 31; **Berita Leonard,** Hospital Information System, 35; **Diane Mars,** Nutritional Services, 11; **Edward Pluta,** Fiscal Coding, 11; **Evalena Reed,** Hospice, 11; **Robert Rickey,** Medical Records, 19; and **Betty Smith,** Operating Room, 25.

Happenings & Deadlines.

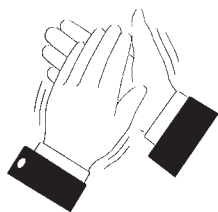
- **LSU/Tulane Multidisciplinary Breast Cancer Conference.** Each Monday, 4-5 p.m., 1542 Tulane Avenue, room 507. Physicians who wish to have a case presented, call Nicole Chatelain at 568-4765.
- **Microsoft Training Classes. Outlook –** September 23, 26 & 30; **Word –** September 29 & October 10; **PowerPoint –** October 1; and **Excel –** October 7. All classes are 9-11 a.m. in E-805, Charity Campus. Call 2-6369 to register.
- **CPR Classes. Heartsaver –** September 25; **Healthcare Provider –** October 9; both classes 7:30 a.m.-noon 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.
- **LSU Health Sciences Center Medicine Grand Rounds.** September 25, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. “For Whom the Bell Tolls: Septic Shock,” with Dr. David N. Gilbert, Director of Medical Education and Earle A. Chiles Research Institute, Providence Portland Medical Center, Professor of Medicine, Oregon Health & Science Center.
- **Health Call.** Dr. Bert Quintana will discuss bipolar illness in children and adolescents during this week’s program. He welcomes your calls during the show. Live September 25, WLAE TV, 8 p.m.; rerun September 28, 12:30 p.m.
- **“Trauma-Rama Goes Hollywood – The Ritz, Glitz, Glamour.”** September 27, 8 p.m.-midnight, Ritz-Carlton New Orleans. To benefit Trauma Services. Dinner buffet, entertainment, dancing, open bar, and silent auction. \$125 single ticket; \$500 two tickets & reserved seating. For more details call 2-8813 or come to W402 at Charity.
- **MCL Town Hall Meeting.** Tuesday, September 30, 7:30 a.m. on Charity Campus and 3:30 p.m. on University Campus.
- **“Walk to Wellness” Dedication.** October 1. Block party from 11 a.m. to 1 p.m. on Bolivar Street, between Gravier and Tulane.
- **Critical Care Course Offering #7: “Shock States/Perfusion.”** October 7, 8 a.m.-4 p.m., Charity Campus, 9th floor, Staff Development & Education. 8.1 AACN contact hours. Call 2-2854 for cost, registration and a schedule of all remaining classes.
- **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 Offers Wellness Basket Raffle.

To celebrate the opening of the Walk to Wellness next week, as well as to offer support for its mission, the Employee Activities Committee is conducting a Wellness Sport Basket raffle – one on each campus. Contents will include sports-related items such as water bottles, sweat bands, shoes, pedometers, energy bars and more. Tickets will be available in the lobby of each campus from 11 a.m.-2 p.m. now until October 1 or from any EAC member. Cost is \$1 per ticket or six tickets for \$5. The drawing will take place on October 1; winners do not have to be present.



Applause! Applause!

■ **Paulette Richoux, RN**, Assistant Section Manager, 5 West Telemetry, is the September Employee of the Month for University

Campus. Her nomination stated, “Paulette keeps the unit running smoothly and efficiently. She makes patient assignments fairly and is always willing to assist her co-workers when needed. She is a positive role model who always displays a courteous and professional attitude. As a preceptor, Paulette works well with new nurses to ensure a well-rounded orientation and makes them feel welcomed. She patiently explains the nursing process in detail and allows for questions. She is an excellent resource person for subordinate staff and always finds a solution to any problem or question that arises. She is cooperative, has a pleasant personality, and maintains rapport with patients, staff and physicians, treating each with respect. She adjusts well to changes without complaining and willingly accepts her assignment. Patients are complimentary of the quality of care she delivers.”



■ Above, on behalf of the Medical Center of Louisiana, **Cindy Burlette**, Program Coordinator, Human Resources, accepts one of four prestigious Employer of the Year awards presented by the New Orleans Workforce Partnership. Presenting the award is “The Mardi Gras Lady,” Allison Allison, a reveler by profession. The award was given in appreciation of our commitment and partnership with the workforce to strengthen the economy. MCL provided a summer work site for high school students through the Youth Career Center, operated by Covenant House of New Orleans/Turning Points Academy, Inc., and the Mayor’s Team. Cindy coordinated the program among the 29 MCL departments throughout both campuses who offered to provide the students with meaningful work experiences. “Thank you to the Administrative Council for its support and to the staff of every department staff who participated to make it a success!” Cindy said. And, may we add, applause to Cindy for her hard work!

Welcome to MCL!

Velma Aiola, Medical Records; **Ellen Breaux**, Ambulatory Administration; **Vandell Cobb**, Emergency Room, UH; **Amanda Coleman**, Medical Records; **Corvel Jones**, Pathology; **Gary T. Kermit, Jr.**, Patient Escort; **Michelle Hickey**, EMS-Adult; **Rhonda Lewis**, Emergency Surgery 1; and **Erin Moore** and **Jacob Paternostro**, Pathology. **CRNA Pool: Holly E. Connor. Respiratory Care Pool: Erica Love. Westaff: Danielle Smith** and **Trenise Smith**, Medical Records.



Performance Improvement CNAs Step Ahead!

The staff of Staff Development saw a concerning trend: few people taking the Certified Nursing Assistant (CNA) pre-hire exam were passing the math portion of the test. Many applicants were walking away disappointed but were ready and willing to care for patients. Staff Development instructors *Vicky Ellis-Randolph* and *Estelle Mack* responded to this need by creating "Stepping Ahead," a tutorial for CNAs in need of assistance in passing the pre-hire CNA exam. The two instructors now work together to create a relaxed and encouraging environment to help all interested people gain the knowledge needed to pass the CNA pre-hire examination.

Six months before the Stepping Ahead program, the pass rate of CNA pre-hire tests on the math portion was only 15 percent. Since the inception of the course, Stepping Ahead helped 100 percent of pre-hire testers pass the pre-hire CNA math test in the first quarter, and 94 percent in the second quarter!

Staff Development requests that all interested people attempt the pre-hire exam first, than take the Stepping Ahead Tutorial if needed to enhance their skills. The tutorial focuses on all three aspects of the CNA pre-employment exam: Math, Writing and Skills. The class is free, and participants may attend as many times as they want to in order to feel comfortable re-testing. Estelle also offers one-on-one skills review as needed. For more information, please contact Estelle or Evelyn in Education and Staff Development at 2-2854.

This column is submitted by the staff of Education and Staff Development. Call in any comments to the Employee Opinion Line at 2-3801.

From the Mailbox.

I have worked at Charity for approximately 14 years as a registered nurse and previously an Assistant Section Manager for PACU/SICU on Charity Campus. I have always known that people work here because they are truly committed to caring for *all* people. I always hoped that in some way I was able to make a difference in what was usually an unpleasant or unforeseen possibly grim situation. Recently, however, I had the opportunity to experience life from the other side of the curtain.

A good friend was in a biking accident and transferred to Charity. His wife was frantic and upset. Knowing I work here she immediately called with many questions and concerns. I assured her that her husband would receive the best care available as Charity is a Level 1 Trauma Center with personnel skilled in dealing with injuries such as her husband's.

I do not have enough words to express how skilled, competent and courteous everyone was to this family. The staffs of Anesthesia, OR and Recovery Room, the Social Services Team, LSU Neurosurgical Team, and particularly the nurses and nursing supervisors in the Neurosurgical Intensive Care Unit were fabulous and lived up to the true values and standards of Charity Hospital. Trauma coordination was a huge help in pulling all the necessary components together in getting this patient back into everyday life. He has since left Charity and is recuperating and rehabilitating thanks to the superb care he received here.

Those little things you do mean so much to the people you care for. Special thanks to *Debbin Jackson, Mary LeBlanc, Frida Orrego, Troy Tallant, Holly Toca, Jody Zanca* and *everyone who cared for my friend*. I commend all of you for a job well done!

-Kathleen M. Hall, MSN, RN, CCRN, CPAN, ATCN

Away from Work.

■ *Simeko Revador*, SICA, is the author of a gospel musical, "God is Just a Prayer Away" which will be presented next month at the Neighborhood Gallery. *Valencia Hayes*, Cardiology, is among the cast members. For full details about dates and cost call 524-8800.

■ We extend our condolences to *Sister Mary Rose Renaud*, Pastoral Care, on the loss of her brother, Joseph Renaud.

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