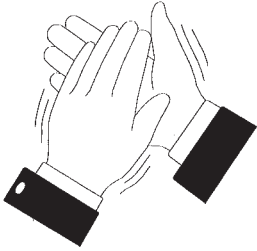


# This Week at MCL

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

December 22, 2003-January 4, 2004

## Applause! Applause!



■ Throughout the year, you, the employees of the Medical Center of Louisiana, practice Our Core Values daily in many different ways. So as we end the year, we take special joy in

bringing you the following account, which demonstrates one such example of Our Core Values in action.

While nationwide the flu was being reported at a near-epidemic level and the flu vaccine at a shortage level, the Medical Center of Louisiana came through for its patients and its community. On December 12, we advised the media to announce to the public that we had secured a supply of the flu vaccine and would be administering it to both children and adults the next day. As expected and despite miserable weather, hundreds turned up at both the Pediatric Emergency Room and the Medicine Clinic in the University Medical Office Building to receive the vaccine.

The last-minute effort required tremendous cooperation from many people. As always, those committed to Our Core Values came through in champion form. Thank you to the following people who served in various capacities to answer this call for help from our community: *Jasmine Acosta, Shirley Addison, Beth Berner, Patrice Bibbins, Larae Bowman, Marie Confident, Carolyn Crucia, Letitia Davis, Leslie Dupont, Tamika Fant, Donna Felker, Mark Fontenelle, Gail Gibson, Jackie Gleber, Theresa Green, Syed Hafeez, Bruce Haines, Brettel Hawkins, Carol Hubert, Annie Jacks, Leila Jefferson, Janell Johnson, Lekisa Lacy-Ancalade, Corey London, Pam Lubrano, Brandy Lundin, Takia Paynes, Jennifer Phillips, Linda Pijaux, Orrika Porter, Coletha Riley, Jerry Romig, Shawn Santiago, Gwen Skaggs, Josephine Stewart, Glenda Veal, Sheena Wade, Nella Weary,*

*Charlotte Woessner, and other staff members from Admit/Registration, Environmental Services, Hospital Police, the Medicine Clinic, Nursing Service, Pediatric Emergency Room and Pharmacy.* Some employees even came in on their day off! Everyone did an outstanding and inspiring job. When the day was over, 232 children and 275 adults had received the flu vaccine – that translates into both caregiving and devotion at its finest.

- Receiving promotions in November were (title listed is new position): *Priscilla Alexander*, Hospital Admit Manager 1, Interview Screening/Admit; *Alton Gilbert*, Laundry Worker 2; *Stephanie Landry*, Accounting Special 2, Finance; and *Diedree Odum*, Warehouse Supervisor.
- Those receiving degrees from the LSU School of Nursing are *Elizabeth Simms, RN*, Assistant Section Manager for SICA, a master's degree in Nursing from LSU School of Nursing, and *Frida Orrego, RN*, Section Manager, and *Jody Zanca, RN*, Stroke Program Coordinator, Neuroscience Services, their bachelor's degree in Nursing.

## Ho! Ho! Ho!

■ A group of MCL employees and others have volunteered to sing Christmas carols in the lobbies on both Charity and University campuses this week. Be on the listen on December 22 and 23 from 11:30 a.m.- 1 p.m.

■ Spreading their holiday cheer to our patients this week will be: **December 22** – 10 a.m., Keep it Real Social & Pleasure Club and 2 p.m., Clear Channel Radio; **December 23** – 10 a.m., Burglass & Tankersley Law Firm, and Fraternal Order of Police & Santa; and **December 24** – Bob Del Giorno of WWL Radio and Friends, including Santa. The names of all the groups and organizations who visited our patients during the holiday season will be listed in a future issue of This Week.





## Great News for Registered Nurses!

The Nursing Education Loan Repayment Program (NELRP), a federal program, offers registered nurses substantial assistance to repay their educational loans in exchange for service in critical shortage facilities. The purpose of the NELRP is to assist in the recruitment and retention of professional nurses dedicated to providing health care to underserved populations.

All recipients must enter into a contract agreeing to work full time in an approved critical shortage facility – for which the Medical Center of Louisiana qualifies. For two years of service, the NELRP will pay 60 percent of the participant's total qualifying loan balance. A participant who agrees to serve the two years may be eligible to amend the NELRP contract and work a third year, for which the NELRP will pay an additional 25 percent of the qualifying loan balance.

Twelve MCL nurses were among the 570 applicants nationwide who received funding for Fiscal Year 2003. All funded applicants were funded under first preference, working in public health departments, nursing homes, disproportionate share hospitals and meeting NELRP criteria for greatest financial need.

All MCL registered nurses with outstanding nursing educational loans are encouraged to apply to NELRP for FY 2004. Complete details about the program, including eligibility requirements, on-line application, and guidance are available at [www.bhpr.hrsa.gov/nursing/loanrepay.htm](http://www.bhpr.hrsa.gov/nursing/loanrepay.htm). After completing the on-line application, applicants need to download and print several forms and then bring the "Authorization to Release Information" and "Verification of Employment" forms to Nurse Recruiters **Lori Burns**, room 506, or **Ned Heymann**, room 512, Human Resources, Butterworth Building. Once Human Resources completes the verification of employment form, a disproportionate share letter will be provided to mail with the packet of information.

"Multiple kudos to **Lori Burns** for her outstanding efforts in getting the Medical Center of Louisiana designated as a qualifying agency," Ron Broadus, Associate Administrator, Human Resources, said. "As a result of her initiative and tenacity the lives of 12 MCL employees are a little easier today. We encourage other nurses to avail themselves of this outstanding program."

## Happenings & Holiday Cancellations.

■ **Holiday Chapel Services.**  
**Charity Hospital Campus, Chapel, 6th Floor:** December 22 & 24, noon-12:30 p.m., Christian Bible Class; December 30, noon-1 p.m., Women to Women Gathering; December 23 & 30, 1 p.m., Catholic Mass; December 28, 10:30 a.m., Catholic Mass.  
**University Hospital Campus, Chapel, 2nd Floor:** December 23 & 30, 10:30 a.m., Christian Prayer Service; December 25 and 28 and January 1, 11:30 a.m., Catholic Mass.

■ **LSU/Tulane Multidisciplinary Tumor Board & Breast Cancer Conference.** Cancelled December 26 and January 2.

■ **Grand Rounds.** Both Tulane and LSU Medicine Grand Rounds for December 26 and January 2 are cancelled.

■ **Health Call.** Two reruns will cover the Health Call schedule on WLAE TV during the holidays: "Medicare Reform" with Senator John Breaux on December 25, 8 p.m. and repeated on December 28, 12:30 p.m.; and "Teaching Today's Medical Students" with **Doctors Craig DeLanza, Charles Hilton and Valeriy Kozmenko** on January 1, 8 p.m. and repeated on January 4 at 12:30 p.m. Now in its 13th year on the air, Health Call is sponsored by the Medical Center of Louisiana. If you have a health topic you wish to be considered for the show,

please contact Jerry Romig in Marketing & Public Relations at 2-3967.

■ **Exercise Classes.** Both the exercise and Tai Chi classes are cancelled during these two weeks. The exercise class resumes January 6 in Education, 9th floor, Charity Campus at 4:30 p.m. and the Tai Chi class resumes January 8.

■ **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.

### 2004 ACLS & Haz-Mat Dates Announced.

The staff of Education and Staff Development has announced the dates for its two-day Hazardous Materials (HazMat) class for 2004 and its two-day Advanced Cardiac Life Support (ACLS) class for the first six months of the year. They are:

■ **ACLS** (all in Education & Staff Development, 9th floor, Charity Campus): January 6 & 7; February 18 & 19; March 24 & 25; April 7 & 8; May 19 & 20; and June 16 & 17. Call 2-2854 to register.

■ **HazMat** (the first day in University Campus auditorium; the second in Charity Campus auditorium): January 12 & 13; February 9 & 10; March 8 & 9; April 12 & 13; May 10 & 11; June 7 & 8; July 12 & 13; August 23 & 24; September 13 & 14; October 11 & 12; November 8 & 9; and December 13 & 14. Call Tim Butcher at 2-2687 or e-mail him at [tbutch@lsuhsc.edu](mailto:tbutch@lsuhsc.edu) to register for the class or for more information.

### From the Mailbox.

Thank you to **Linda Conrad**, Case Management, **Dr. Truitt Balart** and the other doctors, **RNs Jeanne Gorrondona** and **Stacey Williams**, W-900, and the case workers for their compassion, understanding and helpfulness to my son Jim and my family. Jim



went peacefully to be in heaven with his beloved Dad, Gram and Gramps. I am sure he knew that his brother John and I were with him at the end. I was holding his hand and stroking his hair as he passed. At a time of sorrow it was wonderful to find so many people who really made a difference in our lives.

- Margaret Kaine-Williams, Berry Creek, California

### Welcome to MCL!

**Alfreda Barbarin, Roycelyn Dequair, Shawanna Pierce** and **Danielle Smith**, Medical Records; **RNs Patrice Bolling, Chris Keaton** and **Mary Radonovich**, Mental Health Services; **Sharon Blake, RN**, Oncology/6 East; **Kathy Bryant**, Sterile Processing; **Andrew L. Davis, III**, and **Reginald M. White, II**, Patient Escort; **Sylvia Dawson** and **Linda Williams**, Respiratory Therapy; **Emma J. Dukes**, High Risk Antepartum; **Melanie Falls-Copenny, RN**, OB/Observation; **Karen C. Gore, RN**, Pediatric ICU; **Michael Hutton**, Facility Maintenance; **Melissa Jones**, Radiation Oncology; **Wayne A. Knight, Jr.**, Laundry; **Tracy L. Krajcer**, EMS-Adult; **Sabrina A. Monix, RN**, OB/GYN Clinic; and **Damara L. Williams**, Cardiology Telemetry. **Accounting Specialist Pool** – **Kedra Birden** and **Kristal Butler**, Patient Billing. **Contract** – **Elonda Brown** and **Nina Dubret**, Physical Therapy, and **Deandrea Green**, Medical Records. **Respiratory Therapy Pool** – **Lillie W. Fleming**. **RN Pool** – **Douglas E. Watson** and **Luann Wenthold**, EMS-Adult. **Westaff** – **Roy Allen, Nathan Johnson** and **Troy Mack**, Facility Maintenance; **Keisha Bankston, Connie Berry, Hope Cooley, Orquita Freeman, Toinette Johnson, Deadria Louis** and **Joyce Williams**, Medical Records; and **Teaonde Williams**, Interview Screening/Admit.

### MCL folders, anyone?

Departments can order MCL presentation folders from the Print Shop, located in the basement on Charity Campus. Cost is 67 cents per folder; each department is responsible for the cost of its requested supply. The folder is on white gloss stock, is imprinted in maroon ink with the MCL logo, and has two inside pockets, including a place for a business card. When ordering the folder, refer to item S4. For more details e-mail Marshall Carll.



### Performance Improvement

## Looking Ahead to 2004.

We at the Medical Center of Louisiana have faced many challenges and changes in the past year and met each with heads held high and a strong commitment. As the year ends we review what we must do to continue to fulfill our commitment to provide the highest quality care to our patients and to meet ongoing challenges and changes.

### *It all begins with attitude . . .*

The Standards of Performance Handbook starts with "attitude." The way that we treat patients, their families and our co-workers reflects on the entire Medical Center of Louisiana. Our behavior must reflect our commitment to excellence.

### *The handbook reminds us to . . .*

- Provide a warm welcome; smile and introduce yourself to our customers.
- Never be rude or make others feel ignored or unimportant.
- Listen to what our customers have to say – don't interrupt.
- Remember: Everyone is important.
- Thank our customers for choosing our hospital.
- Exceed the expectations of our patients, our co-workers and ourself.
- Remember that everyone's time is valuable.
- Be open to new ideas and work with organizational changes.

To learn more about effective customer service, call 2-2854 to register for the Customer Service class offered by Education and Staff Development.

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.

## Questions from Human Resources.

### Are you eligible for DROP?

- ▶ Are you approaching 30 years of service with the state?
- ▶ Will you soon be 55 or older and have 25 years or more of service with the state?
- ▶ Will you soon be 60 or older and have 10 years or more of service with the state?

If you answered "yes" to any of these questions, you may be eligible to apply for DROP, a program which might enhance your LASERS retirement. To make an appointment to apply for DROP or if you have questions about the program, please contact **Ricky Turner** at 2-2721.

### Are you leaving?

If you are ending your employment with MCL through transfer to another state agency, resignation or termination, contact **Ricky Turner** at 2-2721 to schedule an exit interview. During the interview you will receive information about your final paycheck, retirement, insurance, etc.

## Condolences.

We extend our condolences to the family and friends of **Lois Herbert**, Nursery Level 1 & 2, a 30-year employee who unexpectedly passed away; to **Dr. Matthew Miller**, Anesthesia Department, on the loss of his father, Dewey Paul Miller on December 9; and to **Carlos Semo**, Emergency Department, on the passing of his mother, Helen Labbee Semo, an MCL retiree.



This Week at MCL is published through the Marketing & Public Relations Department of the Medical Center of Louisiana. 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 by fax at 903-3699; by e-mail to [mloran@lsuhsc.edu](mailto:mloran@lsuhsc.edu); or to her attention through interoffice mail. **The next issue of this newsletter will be distributed the week of January 5, 2004. Deadline for that issue is noon, Monday, December 29, 2003.** Thank you.