

This Week at MCL

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

March 15-21, 2004



Reverend Avery C. Alexander Portrait Unveiled.

During his six terms as State Representative, *Reverend Avery C. Alexander* was one of the most influential people in New Orleans fighting for the rights of the poor. He fought for services and opportunities for the underprivileged, including those uninsured. Because of his ongoing support of the mission of Charity Hospital, the hospital was named in his honor during the 2000 legislative session. And on March 5, 2004, five years to the day after his passing, his portrait was unveiled in a ceremony in Charity auditorium with family and friends present.

Attending the ceremony are left to right, *Braulio C. Brock, Jr.*, Reverend Alexander's son-in-law; *Dr. Dwayne Thomas*, CEO of the Medical Center of Louisiana and Master of Ceremonies for the event; *Shyrl Brock*, Reverend Alexander's daughter; *Avis Brock*, his granddaughter; *Eleanor Long*, his grand daughter-in-law; and *Dr. John A. Rock*, LSU Health Sciences Center Chancellor. *Frances Hawkins*, Ambulatory Services, sang two songs during the event.

Reverend Alexander's portrait now hangs in the lobby of Charity Hospital.

Fewer Copies = More Savings.

In an effort to help with the budget crisis MCL is presently facing, we have reduced the number of copies of *This Week at MCL* being printed to nearly half of what was previously distributed. To assure that as many people read the publication as did before, we ask that you please do the following:

1.) When possible, share a copy with a fellow

employee. 2.) Do not waste copies. If you are now receiving more copies than your department needs, please return the extras. 3.) Instead of taking a copy, read *This Week at MCL* online on our web site: www.mclno.org.

We ask for your patience and cooperation during these financially difficult times when everyone is being asked to do their share to keep down costs. Thank you!



STAFF PHOTO BY STEVEN FORSTER

SOMETHING TO CELEBRATE

John Treuil and Tyrone Bergeron celebrate at the Superdome with members of the New Orleans Track Club after Sunday's Mardi Gras Marathon. The team's special racing gurney was envisioned by Treuil, a nurse, and built by the University of New Orleans' mechanical engineering department for Bergeron, who has cerebral palsy. The two have completed three Crescent City Classics together, and their walking time in this race was 6:11:20 – among the best.

This picture and caption appeared in the Living section of *The Times-Picayune* on March 4. John works in the Emergency Department on Charity Campus. (Reprinted with permission.)



**Applause!
Applause!**

On March 5 and 6, MCL co-sponsored the American College of Cardiovascular

Nursing Scientific Session at the LSU Medical School auditorium. **Mary Jo Broussard, MSN**, Cardiology Services, gave the opening lecture on “Recognition and Management of Systolic and Diastolic Heart Failure” to nearly 100 participants. **Jonni Cooper, PhD**, President of the American College of Cardiovascular Nursing, Virginia Beach, VA, reports that Mary Jo’s lecture was “informative, well organized and well presented.”

Happenings & Deadlines.

■ **“Weight Loss to Wellness” Activities: National Nutrition Month.** 1.) **Nutrition Center Open House.** March 15, 8-10 a.m., 8 center, Charity Campus. Refreshments will be served and information about nutrition and services will be available. 2) The daily menus posted in the cafeteria offer **healthy meal suggestions**. 3.) Have your **weight tracked – individually or by department** – in the Nutrition Clinic Tuesdays from 8-10 a.m.. 4.) If you brown-bag your lunch, on Tuesdays and Thursdays you can meet in the Nutrition Clinic at 11:30 a.m. to **view health and fitness weight management instruction videos and participate in a group Q&A session.**

5.) At the beginning of the week, a *nutrition trivia question* is placed on a poster in each cafeteria. A name with the correct answer is pulled weekly from the box next to the poster; that person wins a Nutrition Month specialty item and a free meal!

■ **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.

■ **Tulane University Health Sciences Center Medicine Grand Rounds.** March 17, noon-1 p.m., 1430 Tulane Avenue, 1st floor auditorium. "A Multidimensional Approach to Non-Cardiac Chest Pain," with *Dr. Kevin W. Olden*, Associate Professor of Medicine & Psychiatry, Scottsdale, AZ.

■ **Books are Fun Book Sale.** March 18 & 19, 9 a.m.-4 p.m. both days, cafeteria lobby, University Campus. Part of proceeds will benefit ROR. Major credit cards, cash and checks accepted. A door prize will be awarded; winner need not be present to win.

■ **LSU Health Sciences Center Medicine Grand Rounds.** March 18, 8-9 a.m., 1542 Tulane Avenue, 1st floor auditorium. "Early Natural History of Arteriosclerosis: The Early Natural History of The Bogalusa Health Study" with *Dr. Gerald S. Berenson*.

■ **Health Call.** *Chris McCrory* of the Louisiana Organ Procurement Agency, and *Annette Faraldo*, LOPA Coordinator at MCL, will discuss their program during Health Call this week. WLAE TV, 8 p.m., March 18; rerun at 12:30 p.m., March 21.

■ **Interview & Selection Class.** March 23, 1-3 p.m. Offered by Staff Development to help improve a supervisor's interviewing techniques. To register, for details, or for dates of future classes call 2-2854.

■ **ACLS for Non-Critical Care.** March 24 & 25 in Education & Staff Development, C-900, Charity Campus. Call 2-2854 to register.

■ **MCL Maternal Child Services Kids Fair.** March 28, noon-3 p.m., Popp Bandstand, City Park. Volunteers urgently needed – e-mail *Caroline Noya* or call her at 2-3351. The fair is open to the public.

■ **Hazardous Material Team Training.** April 12, University auditorium, and April 13, 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, Staff Development, 9 center, Charity Campus. For further details call *Tim Butcher* at 2-2687.

■ **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.

From the Mailbox.

I can still remember February 6, having to say, "I'm sorry, but because of the budget cuts we're no longer able to keep you on staff." I believe it was the worst thing I have ever had to say to an employee.

The employees of the Dental Clinic that were let go were model employees who came to work on time, were always willing to go the extra mile, did their job very well and never hesitated to help a patient in time of need. I hope one day we can offer them a more secure job at MCL.

Rebecca "Becky" Freitas, Dental Assistant, was on probation and was let go that day. Her husband, *Doug Freitas*, an MCL employee in Building Services, became ill on February 8, was hospitalized in ICU and died February 18. This was heart-wrenching for us. Becky had lost her job and now her husband. She verbalized concerns of how she would afford the burial. The doctors and staff of the Dental Clinic came together as a team to contribute. I was overwhelmed with their generosity. Doug was buried on February 23. We all felt Becky's sadness and pain. Our prayers are with her and her family. I know things are not always positive, but I'm very proud to be a part of the Dental Clinic at MCL.

– *Patricia Poolson, RN, Supervisor 2, Dental Clinic*





Performance Improvement
Accountability:
It Starts with ME!

One of the seven Core Values that guides how we provide care is *Accountability*. Being accountable for everything we do and say is an important part of moving forward as individuals and teams and as an organization.

How can each of us foster accountability in the work place? Accountability means accepting responsibility for what we have said or done. It also means accepting responsibility for what we have not done but were responsible for doing. When we see a problem area in the system, let's STOP. Instead of blaming someone else (e.g., "Department X didn't get the supplies to me on time.") try thinking about "What could *I* have done differently to avoid this problem in the future?"

- ▶ If we are *accountable*, we don't point at other people and lay blame.
- ▶ If we are *accountable*, we take responsibility for our part.
- ▶ If we are *accountable* as individuals, then things get done for the team and the organization.
- ▶ When people are *accountable*, problems become opportunities for improvement and learning – a way to make things better.

Approaching situations with accountability in mind, we can see our part in system problems and work together to develop a plan of action to solve them. Such action makes for an efficient and effective Medical Center of Louisiana.

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



Notices from the MCL Parking Office.

- **Orange Parking Lot:** If you have problems entering or leaving this lot, do not let anyone in or out. To solve the problem, find a temporary parking spot and then promptly call 2-4763 so that we can begin efforts to solve the problem.
- **Yellow Parking Lot:** To keep out illegal parkers, this lot is now monitored by a computer. When you approach the gate to enter or leave, give the computer a few seconds to read your card to ensure that your access is approved. If the gate will not open, do not let anyone in or out and promptly report the problem to 2-4763.

Thank you for helping the Parking Office staff to provide better parking.

Correction.

In last week's issue we announced that the LSU Department of Orthopaedics *has* moved from the fourth floor of the University Medical Office Building to the LSU Medical School. Actually, the department *will* move sometime in the future. The editor apologizes for the error.

Condolences.

We extend our condolences to **Toni Diringer**, Level 2/3 Nursery, on the loss of her mother, Winnie Kimbel.

This Week at MCL is published through the Human Resources Department of the Medical Center of Louisiana, Ron Broadus, Assistant Administrator, Lynn Lorando, Editor. The editor's office is located in suite 711, 2025 Gravier Street, New Orleans 70112. **The deadline for the March 22-28, 2004 issue is 5 p.m. Monday, March 15.** Please send information or photos (digital or hard copies accepted) by e-mail to mloran@lsuhsc.edu; through interoffice mail to Lynn Lorando, room 711, UMOB, or by fax at 903-3699 to her attention. All information submitted must first be approved by the appropriate department supervisor. Thank you.