

MUHLENBERG MEDICAL CENTER PULSE

Vol. 12, No. 2

MUHLENBERG MEDICAL CENTER, BETHLEHEM, PA.

April, 1979

“Make the Change” Cost Containment Theme

Nursing Staff Certified In CPR Expertise

All members of the MMC nursing staff have completed a course in cardio-pulmonary resuscitation (CPR). Mrs. Shirley Ragsdale, R.N., director of nursing, reported that each nurse has been certified for CPR by the American Heart Association.

The course, which is now mandatory for all of the hospital's nurses, was held in two sessions for a total of 3½ hours. It was also open to interested members of the MMC ancillary services department.

Mrs. Marguerite Boyer, R.N., staff development coordinator, and Jane Filer, R.N., staff development instructor, participated in the Heartbeat Program sponsored by the American Heart Association at Allentown and Sacred Heart Hospital Center, April 10, 17 and 24. The two MMC representatives taught basic support in this program which was open to the public.

Two Physicians Bd. Certified

Two Muhlenberg Medical Center physicians have been board certified in their respective specialties.

Dr. Peter Anson, certified in orthopedic surgery, is a graduate of Thomas Jefferson Medical College, Philadelphia. He is a veteran of the U.S. Army Green Berets and now has his office in Allentown.

Dr. Stuart Jones, who was certified in nuclear surgery, was graduated from Harvard Medical School and completed a nuclear medicine fellowship at Barnes Hospital, St. Louis.



SALUTE TO SOCIAL WORKERS. David K. Bausch, Lehigh County executive, presents his proclamation of National Social Work Month to Sister Gunnel Sterner, MMC director of social services. Allen Deibler, Lehigh County director of human services, is at the right.

Hospital Week Emphasis On Voluntary Cost Containment

When Muhlenberg Medical Center celebrates National Hospital Week, May 6-12, the focus of activities will be on the containment of health care costs. This will be part of a nationwide campaign called the Voluntary Effort to Contain Health Care Costs (VE), and MMC will be joining 6,400 hospitals across the nation to call attention to the program.

Established late in 1977, VE is a coalition of hospitals, physicians, health industry suppliers and representatives of government, business and consumer groups. The aim of this coalition is to provide national leadership for an all-out assault on rising costs in health care. The coalition recognizes that everyone must share in the responsibility for rising costs.

“The idea behind the Voluntary Effort is simple enough,” Donald E. Porter, MMC executive director, said. “We believe that since we all do our share to raise the cost of health care, we can all do our part to

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Incentive Pgm. For Employees Starts May 6

“Make the Change” is the theme of the MMC cost containment program that will be launched May 6. This kickoff is timed to coincide with National Hospital Week (May 6-12) and will continue through June 1.

Mrs. Mary Grace Stanton, director of volunteers and community services, announced that employees will be rewarded for suggesting cost-saving ideas.

All suggestions resulting in a yearly savings of \$500 or more will entitle those employees to a prize of \$20. Each week an award of \$50 will be given to the employee who presents the greatest annual cost savings. The suggestion that will produce the greatest annual cost savings will merit a grand prize of \$500. All valid suggestions will entitle those employees to a free meal ticket.

Donald E. Porter, MMC executive director, stated that federal and state agencies

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Muhlenberg Medical Center
Bethlehem, Pa. 18017

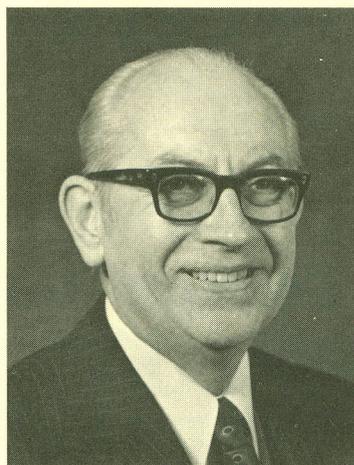
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MEET THE DIRECTOR Moravian's Dr. Heller Brings Wide Experience to Board



Dr. James J. Heller

An educator, theologian, scholar and lecturer, Dr. James J. Heller, vice-president for academic affairs and dean of Moravian College, brings another dimension of experience to the board of directors of Muhlenberg Medical Center. Dr. Heller was elected to the board last September.

In addition to his myriad of duties at the college, he will lecture several times this year in local churches and at the lay Inter-Faith Academy on "Art and Music in the Book of Revelations". Developing this lecture, which employs stereo tape recordings of the music and slides of the art inspired by Revelations, was undoubtedly a labor of love for this biblical scholar.

He came to Moravian Theological Seminary in 1950 as a professor of Biblical Theology, instructing students in Hebrew and Greek, as well as Bible history and theology.

A native of Utica, N.Y., Dr. Heller earned a bachelor of arts degree at Texas Christian University, where he majored in philosophy. He received a bachelor of divinity degree from Princeton Theological Seminary, as a biblical studies

major, and was awarded a doctorate of philosophy by Princeton in 1955.

The new MMC director assumed his present position at Moravian College in 1961.

He served as chairman of the Accreditation Evaluation Team for Middle States Association Colleges and also was educational consultant for that association and the Pennsylvania Department of Education to eleven colleges over the past decade.

Dr. Heller serves on the Advisory Council, Graduate Program in General Education, Temple University, and the executive board of Advent Moravian Church. He was a member of the board of Moravian Preparatory School.

Despite his busy schedule at the college and his other church and civic responsibilities, he is a guest lecturer and has published a number of papers in various church and religious periodicals. At present he is also preaching each Sunday at Christ United Church of Christ in Bethlehem.

MMC President Jacob S. Kolb wisely named Dr. Heller to the board's Development and Public Relations committees, where his experience, expertise and interest will be most valuable to the hospital.

"I am learning how a hospital fulfills its role in the community's total health care," Dr. Heller said, "and this is a totally new experience."

The tall, friendly educator and his wife, Alice, have two sons and two daughters, the youngest, Elizabeth, being a freshman at Albright College.

In late spring the Hellers will visit Greece, and there is no doubt their tour will include the Aegean islands where John wrote his strange and inspiring "Revelations".

Hospital Salutes Volunteers — Several Serving Since Opening

Every Thursday Mrs. Mabel Angstadt of Bethlehem works as a volunteer at Muhlenberg Medical Center. She spends the better part of the day on the third floor where she feeds and bathes patients, visits with others and performs whatever the head nurse assigns. As a volunteer Mrs. Angstadt is rather special. She has been serving the hospital for 18 years.

This friendly and efficient little lady is one of several volunteers who have been regulars since the opening of MMC in May 1961. On Volunteer Recognition Sunday, April 22, the hospital paid tribute to all of the 175 volunteers whose contribution to its program of care could never be reckoned in dollars and cents.

The 125 adults include Cheery Cherry Ladies, Red Cross Volunteers, and members of the Bethlehem MORA (Men of Retirement Age) Club. The youth corps, 50 strong, is made up of Candy-strippers, Junior Males, Red Cross Males and Red Cross Youths (girls). Lehigh University and Moravian College stu-

dents help in the Department of Surgery.

Volunteers perform duties in almost every part of the hospital. Some are on the patient floors where they serve fresh water, deliver meal trays and flowers, comb patients' hair and read letters to the very ill or to those with impaired sight.

Others are in Admissions serving as typists or performing pre-admission testing. Some volunteers wheel or escort patients to x-ray, physical therapy and other departments. In the pharmacy they help to catalog drugs.

Mrs. Mary Grace Stanton, director of volunteers, emphasized that MMC has always been blessed by a corps of volunteers that is truly dedicated. In addition to saving the hospital thousands of dollars each year, they add a very warm and human dimension to this ministry of healing.

As Mrs. Stanton put it, "On Volunteer Recognition Sunday they receive applause and words of praise. But their real reward is a smile on a patient's face."

Nurses Matte and Schantz Attend Management Seminar

Mary Jane Matte, R.N., assistant director of clinical nursing, and Shirley Schantz, R.N., head nurse on the fourth floor at MMC, attended the Pennsylvania State University management seminar on March 20. The seminar was held at the university's Allentown Campus.

The topic, Maximizing Human Resources—Developing Self and Employees, included lectures on Self-Understanding, Individual Differences and Similarities and How To Encourage Maximum Use of Human Resources. Dr. Alec Calamidas and Blake D. Lewis, Jr., were the lecturers.

The seminar was one of a

spring management series designed to help participants acquire a clearer understanding of themselves and others, recognize employees' potential and develop untapped efforts and skills.

INCENTIVE

(Con't from page 1)

endorse cost containment efforts on the part of the hospitals. He added that the suggestions of employees, who are at the "grass roots" of the institution, can make a considerable contribution to voluntary cost containment.

Join us in the Voluntary Effort to contain health care costs

NATIONAL HOSPITAL WEEK MAY 6-12, 1979



NURSING SUPERVISORS. Left to right, Eileen Mackie, R.N.; Marilyn Morgan, R.N., and Erma Brabazon, R.N., who serve as relief supervisors on the medical/surgical floors. They relieve the assistant directors of nursing on evening and night shifts. Mrs. Morgan, a full-time employee, is also assigned to the Stress Testing Laboratory. Another relief supervisor, Linda Ott, R.N., was not present for the photograph.

Youths Get 3-Day Training

Forty-eight youth volunteers participated in a 3-day training and orientation program April 7, 9 and 11. The program was designed to prepare these youths for various levels of service at Muhlenberg Medical Center.

All registrants were required to complete the course and its behavioral objectives. Students were taught to recognize the importance of following instructions and the necessity for courtesy, consideration of others and confidentiality.

The first session included an overview of the MMC volunteer program and a film "The Role of the Volunteer." Environmental hazards were discussed and transportation of patients was demonstrated.

The second session was devoted to making beds, feeding patients and performing other direct patient services. On the third day the youths reviewed their instruction and practiced the various techniques.

Mrs. Marguerite Boyer, R.N., staff development coordinator; Mrs. Nancy Supon, R.N., clinical instructor, and Mrs. Mary Grace Stanton, R.N., director of volunteers, were the instructors.

worked at the Auxiliary's Thrift Shop in South Bethlehem.

Auxiliary Area Elects Jesse Moyer Chairman

Jessie Moyer, Northampton, was elected chairman of the Catsauqua - Northampton - Whitehall Area of the Muhlenberg Medical Center Auxiliary. The area also elected Isabel Miller, Catsauqua, vice-chairman; Helen Bachman, Catsauqua, secretary, and Marion Kuntz, Northampton, treasurer.

Marion Leidich announced that the area will sponsor the Tiny Tot Booth in the MMC Summer Festival, August 17-19. During the week of April 9-14 the Catsauqua-Northampton-Whitehall Area members

WEEK (Con't from page 1) hold down costs."

The national goal of VE is to reduce the rate of increase in health care expenditures by a total of four percentage points in 1978 and 1979. Mr. Porter stated that VE is working. Savings to the American people during 1978 were more than \$1.3 billion.

He noted that MMC participation in the laundry, micro-filming, group purchasing and

Nurses Air Problems — Get Answers In Group Sessions

Nurses can have problems with patients, supervisors, fellow nurses and themselves. Like persons in all walks of life they can be affected by change, personal relationships and breakdowns in communications.

This is why Mrs. Joan Katz, MMC psychologist, has initiated a series of group meetings to help the hospital's nurses to improve communications and to deal effectively with issues involved in their professional duties.

Begun in December of last year, the sessions are held once a month in each nursing unit. Mrs. Katz keeps the groups small—6 to 8 persons—and holds the meetings to an hour.

"I regard the sessions as a forum for airing mutual concerns in the unit," the psychologist stated. "All hospitals have problems within their systems and the basic approach to their solution is to learn to deal with ourselves."

New Program Helps Patients Understand Medical Problems

Helping patients to understand their medical problems is the job of the Patient Education Committee, chaired by Mrs. Marguerite Boyer, R.N., the staff development coordinator.

Mrs. Boyer coordinates the staff effort that is implementing a standardized teaching plan. The patient is taught how to handle his or her disease and is provided information in regard to medications, treatments and services available to him outside of the hospital.

Mrs. Boyer instructs the diabetes patients, Jane Filer, R.N., colostomy, and Judith Demchky, R.N., heart. Sister Gunnel Sterner, social service director, discusses the psychosocial aspects of each illness.

Other committee members are Leila Lerch, chief occupa-

She pointed out, for example, that nurses are often affected by the death of a patient. Through discussion everyone in the group can put the issue of dying in a more reasonable perspective.

Mrs. Katz noted that the physical changes that are taking place at Muhlenberg Medical Center can affect the personnel. "Moving to new wings or being relocated in the present structure means change," she emphasized, "and change can have varying adverse effects upon people who are involved." She added that such effects can be minimized by open discussion.

Relations between nurse and patient and communications between nurse and supervisor are the central themes of these meetings. Mrs. Katz reported that the nurses in attendance have expressed a positive reaction to the program. "They feel it's meeting their needs," was the way she summed it up.



Marguerite Boyer, R.N.

tional therapist; Mary Ann LeMay, registered dietician; Irene Dorville, R.N., Emergency Room; Valerie Kiltie, R.N., Recovery Room, and Carol Sipos, physical therapist.

other shared services offered by Hospital Central Services has resulted in substantial savings. Position control, whereby new jobs must be necessitated by increased admissions and outpatient treatment, is another means of cost-cutting. Hiring a

management service to operate the hospital's pharmacy has also proved to be savings effective.

The executive director said additional programs that are under consideration will add to the Voluntary Effort at MMC.

Nancy Supon New Full-Time Staff Clinical Instructor

Nancy Supon, R.N., has been named full-time clinical instructor in the Staff Development Office. She will serve on all nursing floors, providing in-service instruction and orienting new personnel.

Mrs. Supon helped to organize the new MMC Emergency Department in 1973. In recent years she was a part-time evening nursing supervisor.

A native of Sussex, England, she was graduated from the University College Hospital in London.

Arriving in the United States in 1962, she was a head nurse in Mt. Sinai Hospital and later was head nurse and public health nurse at Cornell University Hospital, both in New York City.

Before coming to Muhlenberg Medical Center, Mrs. Supon was a Recovery Room nurse at St. Luke's Hospital, Bethlehem.

As clinical instructor, she will report to Mrs. Marguerite Boyer, R.N., director of staff development.

Critical Care Assistant At Emergency Dept. Seminar

Betty Fitzgerald, R.N., assistant director of critical care services at MMC, attended a seminar on Emergency Department Nursing Administration in Norfolk, Va.

The sessions were devoted to such topics as Design, Layout and Management of an Effective Emergency Department, Considerations in Patient Education and Discharge Planning, the Nurse Reviews Her Role and Clinical Practice, Budget Development for Cost Containment in Emergency Department and Selecting, Orienting and Teaching Personnel.

The Norfolk program was of special interest to Mrs. Fitzgerald, who was seeking concepts for the new Emergency Department which will be part



Betty Fitzgerald, R.N.

of the hospital's current renovation and expansion project.

The seminar was conducted by the American Academy of Medical Administrators Research and Education Foundation, Inc.

Hospital Scores High In Patient Survey

"Excellent service", "Everything was clean", "I enjoyed my stay", and "the atmosphere was warm and friendly."

These were typical impressions of Muhlenberg Medical Center patients who participated in an attitude survey. Donald E. Porter, executive director, stated that 50 patients completed the questionnaire on a given day when the hospital's census was 132 patients. Seven in Intensive Care, 32 in the Psychiatric Unit and 16 too ill to respond were not surveyed.

The therapies and the switchboard got perfect scores, while nursing, x-ray, laboratory, volunteers, business office and visiting privileges received 49 favorable responses out of 50.

Two patients were critical of admissions, seven did not like the food and eight gave housekeeping a low score. Mr. Porter pointed out that five of the

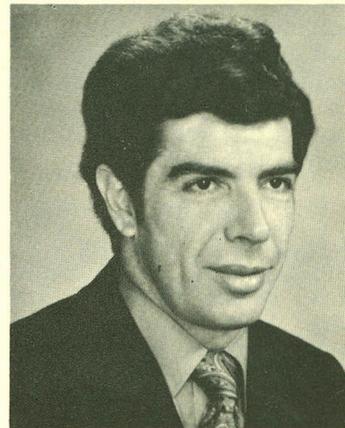
latter felt their rooms needed decorating, a project that has been postponed until the MMC construction program is completed.

The executive director said the survey was conducted in order to learn from the patients themselves how care might be improved. He added that the patients were urged to be completely candid and to exercise their privilege of remaining anonymous if they so desired.

"We are highly pleased by the favorable responses of our patients as well as by their unsolicited compliments," Mr. Porter said. "At the same time we are taking any and all criticisms seriously and have asked the department heads involved to take immediate action."

The survey was conducted by the Department of Community Services.

Dr. Nader Granted Staff Privileges in Cardiology



Joseph N. Nader, M.D.

Joseph N. Nader, M.D., has been granted consulting privileges in cardiology by Muhlenberg Medical Center. Ben C. Barnes, M.D., medical director, announced that he was approved by the hospital's board of directors upon recommendation of the medical staff's Credentials Committee.

Dr. Nader, a native of Colombia, received his doctorate from Javeriana University in Bogota. He interned at Chester County Hospital, West Chester, Pa., and Cumberland Medical Center, Brooklyn.

He was a resident in internal medicine at the University of Pennsylvania Hospital and the Wilmington (Del.) Memorial Hospital and also served as a resident in cardiovascular diseases at Hahnemann Hospital, Philadelphia. Dr. Nader was a senior resident in medicine at the Veterans Hospital, Montreal.

His office and residence are in Allentown.

Festival Calls For Volunteers

A call for MMC Summer Festival Volunteers has been issued by Austin J. Ueberroth of Bethlehem, the chairman of the 1979 committee. The annual fete will be held August 17-19 on the hospital's grounds.

Mr. Ueberroth announced that volunteers will be needed to help erect the midway booths and make other grounds preparations. Elmer J. Paules, president of the Men of MMC and co-chairman of the festival, has reminded his

members of the need for personnel to operate the two refreshment trailers.

The MMC Summer Festival is a joint project of the Auxiliary, and the men's group.

WE

IT'S WORKING FOR YOU
NATIONAL HOSPITAL WEEK
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