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# UPDATE

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ADMINISTRATOR'S MESSAGE

THE DEATH OF MR. LEONARD P. POOL, Chairman of the Center's Board of Directors and President of the Hospital Center, of course came as a shock to all of us. The well deserved praise for his magnanimous contributions in terms of time, energy, management expertise, and financial support were amply described in the local media and, certainly, the limits of space do not allow us to properly note his endless efforts and achievements here.

Suffice it to say that Leonard Pool was an extremely rare and generous individual. He was a philanthropist and a dreamer, but one who made dreams come to fruition. Unfortunately, a Leonard Pool is born far too infrequently.

As you all probably know by now, Mr. Pool has left a Trust of more than \$20 million for the improvement of local health care, to be channeled through the Center and administered by designated trustees. No words can adequately describe the generosity of such a gift.

There can be no doubt that Mr. Pool's death leaves a void in the Hospital Center and the community. Through the Trust, his legacy will live on.

As to the meaning of Mr. Pool's death, we should all dedicate ourselves to carrying on his dreams and, thus, conduct "business as usual." There should be no real change or impact in the day-to-day operations of the Center. The Trust itself should be viewed as an opportunity.

The Trust will be an opportunity to provide the finest medical care possible by providing funds for people, equipment, research capability, and so on normally beyond the hospital's ability to pay or that of Blue Cross or Medicare. On the other hand, the Trust should not be viewed as a panacea or cure-all. It should be no excuse for us to be lax in our management of the Center or for any of us to become complacent in our jobs.

In essence, we should all be thankful to Mr. Pool and his efforts, and continue to do our respective jobs well so that the Center, which Mr. Pool was very instrumental in developing, will continue to provide the excellent patient care that he envisioned.



Ellwyn D. Spiker  
Administrator

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5B OPENED - - -

THIS WEEK the Nursing Staff and Surgical Service assigned to 4C moved to 5B.

Future plans call for opening 4C for the medical teaching service this month and investigating the establishment of a hematology/oncology teaching service on the same unit.

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MISS KATHLEEN LYNCH, Medical Records Administrator, has resigned her position here to take a position at the Pottstown Memorial Medical Center. Mrs. Joyce Schwenzer, ART, (Accredited Record Technician) will be in charge of the department until a replacement is found for Miss Lynch. Carolyn Kern will be assisting her.

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COMMUNICATIONS WORKSHOP SET - - -

ON JANUARY 16 at 10:00 a.m., the Educational Development and Telecommunications Departments will co-sponsor a communication skills workshop for Clerical Personnel in the Center Auditorium.

Topics will include Basic Communication Skills, Telephone Use and Courtesy, and Visitor and Patient Communications. Representatives of the Bell System and Ann Doncevic, Chief Telephone Operator, will present the program.

Notices of invitation will be sent to Allentown and Sacred Heart Hospital Center employees in clerical and public contact positions for this first in a series of personal development programs for clerical employees.

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LOOK SHARP - - -

ELLWYN SPIKER, Administrator, has announced that the Pennsylvania Department of Health Survey of the Center will be conducted January 20th thru the 23rd. All departments should be prepared to meet and co-operate with the surveyors during this period.

Mr. Spiker also stated the Center has been advised The Joint Commission on the Accreditation of Hospitals Survey Team is scheduled to visit and survey between now and March of this year.

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THANKS TO DIETARY DEPARTMENT

PRAISE AND THANKS abound for the excellent job done by the entire Dietary Staff on the Christmas Dinner.

In spite of the inexperience of the Department Heads who served, Mr. Miller and his staff provided an outstanding meal and attractive, tasteful decorations.

Wouldn't it be great if there was at least one Christmas each month to enjoy such a fine dinner.

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PATIENT REPRESENTATIVE NAMED

NANCY STEVENS HAS BEEN PROMOTED from Emergency Room Nurse to the newly created position of Patient Representative.

Mrs. Stevens has worked at the Center since September 11, 1974, and worked previously at both Allentown Hospital and Sacred Heart Hospital.

The position of Patient Representative was created to answer questions and criticisms of our patients and to provide a personal representative to patients. The position should be viewed in a positive manner, and we know we can expect the cooperation of all employees who will work with Mrs. Stevens. In fact, results from the Patient Questionnaire indicate patients have been quite pleased with the services rendered at the Center. Hopefully, this position and this concept will be a continuation of a progressive patient care environment.

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NEW FACES IN RESPIRATORY THERAPY

AGAIN, the Department of Respiratory Therapy will be participating in the clinical education of the certification students at Lehigh County Community College. These students will begin their clinical rotation January 13, 1976, and will be with us until August.

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