

update

Vol. 1 No. 5

August 18, 1978

OPERATION ARGUS:

Hospital Center's Cost Reduction Savings Program Kicks Off

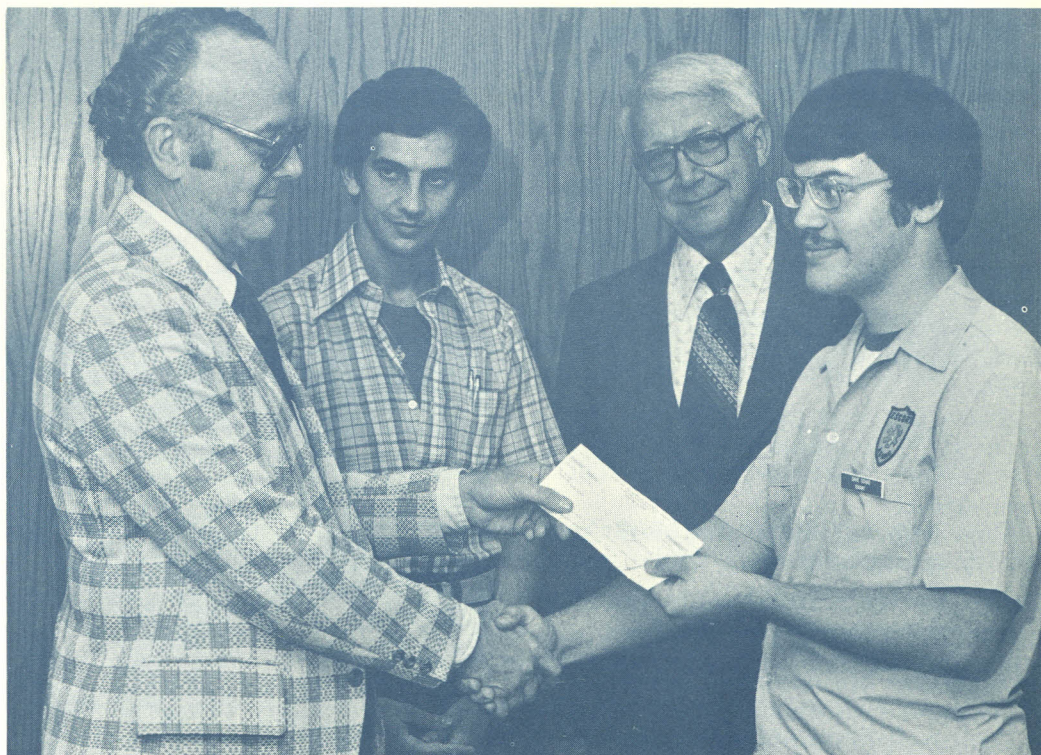
What is it . . . A program encouraging suggestions to improve overall operation of the Center, specifically suggestions which will contain or reduce costs. Monetary awards, up to \$5,000, will be awarded for proven ideas that do not reduce quality of patient care and save at least \$250 annually (\$25 minimum award) to avoid excessive administrative costs.

Who is it for . . . The employees here at the Hospital Center. Nurses, clerks, techs, physicians - everyone except Operation Argus Committee Members, supervisors, and department heads.

When? Why? . . . Right now. Because the time has never been more appropriate. The Voluntary Cost Effort is well underway and with programs like "Operation Argus," hospitals like ours can prove that they themselves can control the spiraling costs affecting health care. It's tough going, but it's working. Your help, interest, and participation in programs like "Operation Argus" make it easier.

How it Works . . . You have an idea. Put it on an Operation Argus Suggestion Form available in your department, Personnel Department, or near the Suggestion Box in the cafeteria, and bring it to Personnel. There, it will be dated to avoid duplication, then the Operation Argus Committee will investigate your idea for practicality, affect on patient care, and possible savings. The Committee will meet

(con't on page 4)



A happy Dave Schad, Escort Services, receives congratulations and a \$100 check from Ellwyn D. Spiker, Administrator. "Operation Argus," Dave's entry for the "Name the Hospital Center's Cost Reduction Savings Program," was picked from over 40 names entered. Looking on are Steve Peroczay, Dispatcher, and John Reges, Director of Materials Management.

~ ARGUS ~

The story of Argus is taken from Homer's The Odyssey. Argus was Odysseus' (Ulysses) ever faithful dog who recognized his disguised master upon his return to Ithica after 19 years from the Trojan wars.

"Stretched on the ground close to where they stood talking, there lay a dog, who now pricked up his ears and raised his head. Argus was his name . . . directly he became aware of Odysseus' presence, he wagged his tail and dropped his ears, though he lacked the strength to come any nearer to his master."

In ancient Greek mythology, Argus was an earth-born hero with many eyes who was appointed by Hera to watch the cow into which Io was transformed. He was slain by Hermes and his eyes were transplanted by Hera to the tail of the peacock.

Because of his many eyes, Argus was known as the all seeing. Ulysses' watchdog, Argus was named after this all-seeing hero and "Operation Argus" derived its name from him as a watchdog for hospital costs.

To Dietary

Richard Cressman

To Messenger Service

Karen Ritter

**To Nursing Service,
Critical Care**

Peggy Diljak, R.N.

Linda Folger, R.N.

Tony Iachini, R.N.

To Radiology

Mariko Hancock

To SPD

Libby Lesure

Karen Solt

NOTICES

Tapes of the Resident Conferences and Grand Rounds are available in the Health Sciences Library.

Friends or relatives who pick up employees are requested to wait either in the parking lot or the main lobby, and not to come to the employee's work area.

A growing problem exists with unauthorized personnel in many hospital areas.

Please ask that your ride use the phone at the receptionist's desk in the main lobby if you must be informed of their arrival.

Your help in this matter will be greatly appreciated.

Employees are reminded that Hospital Center identification cards must be presented to outpatient receptionists or cashiers when services are performed for them, i.e. prescription drugs, outpatient services, to assure that the employee discount of 25% is applied to the account.

Update

Gale Schmidt — Editor

Jim Higgins — Associate Editor

Janet Dech — Staff Assistant

Jack Dittbrenner — Photography

Darla Molnar — Photography

Pete Gallo — Art

TO ALL EMPLOYEES

I have been concerned that there appears to be some feeling that essential programs, equipment, and projects are being curtailed in order to conform with the National Voluntary Cost Containment Effort.

The national program has focused on the high cost of health care, and this hospital as well as many others, is making an increased effort to monitor costs. We have introduced an energy management program and have committees such as Manpower Planning, Cost Containment, Resource Allocation, and Utilization Review constantly critiquing how much is being spent where, by whom, and for what. "Operation Argus," the hospital's program developed to reward cost saving ideas from employees, is another part of this effort.

We must remember, however, that as good managers, it is necessary to continually review existing programs and services to insure their cost effectiveness. Additionally, while it is our intention to cooperate with the Voluntary Cost Containment Effort, we shall not sacrifice quality of patient care in order to cut costs.

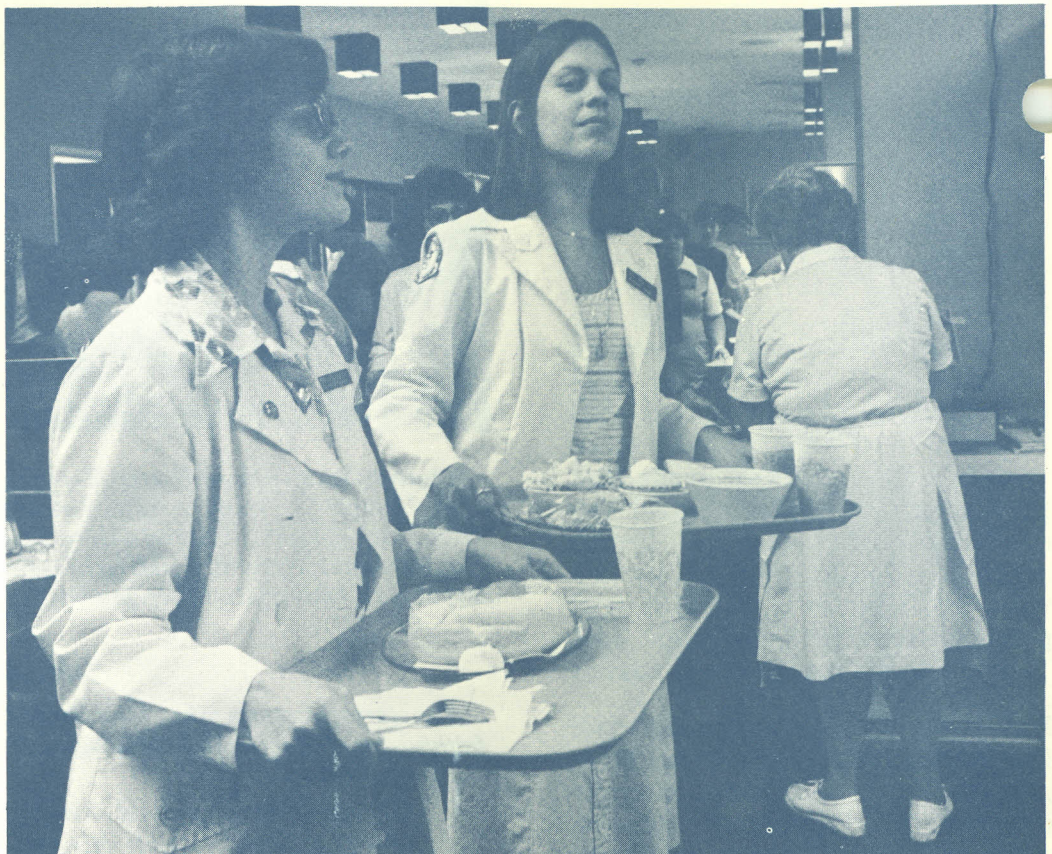
Each department should manage its affairs in an efficient manner to provide quality patient care. This is our philosophy, quite apart from our cooperation with the Voluntary Cost Containment Effort.

Ellwyn D. Spiker

**Ellwyn D. Spiker
Administrator**

You're up on 5C. Or is it 4C? The floors are all the same. And as you draw that ABG, you begin to think you're going crazy, it must be the job! Well, take heart, friend. A recent study of 130 careers, done in Cincinnati by the National Institute for Occupational Safety and Health, shows that health technicians head the list of the most stressful occupations.

In fact, health care careers account for 6 of the 30 most stressful jobs. Licensed Practical Nurses rank 3rd, hospital public relations ranks 6th, clinical laboratory technicians, 7th, nurses aides, 10th, health aides, 20th, and registered nurses, 27th. Physicians were ranked 106th, and health administrators, a lowly 118th.



It's 12:15 P.M. and does the plight of Rebecca Russell, GRT (left) and Ruth Garcia, CRTT, both of Respiratory Therapy, look familiar?

It does, and many of us know what it's like to spend most of a half hour lunch break waiting in line only to find no place to sit.

Congestion in the dining room is getting critical—please make every effort to help alleviate our problems. The many employees and staff members who can schedule their meals before or after peak hours are urged to do so in order to allow quicker service for those who must eat during those times.

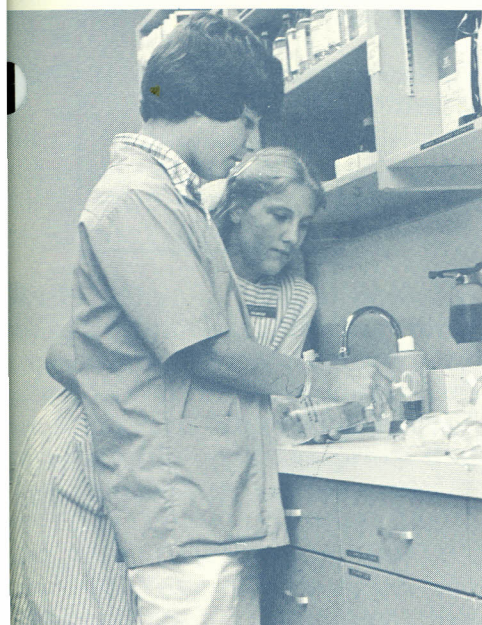
Medical Notes, a four page clinical newsletter to be published regularly this fall, is a combined project of the Medical Staffs of the Allentown Hospital, Allentown Osteopathic Hospital, Sacred Heart Hospital, Good Shepherd Rehabilitation Hospital, and the Hospital Center.

Each issue will contain several concise articles that have current interest and value to a majority of physicians and other medical personnel. Special symposia and seminars will be announced in **Medical Notes**.

Editor of **Medical Notes** is Dean F. Dimick, M.D., and the editorial board is comprised of Paul R. Bosanac, M.D., Allentown Hospital; Robert W. Downie, M.D., Good Shepherd; George W. Hartzell, Jr., M.D., A&SHHC; Lawrence Perin, M.D., Sacred Heart; and Dale Steventon, D.O., Allentown Osteopathic Hospital. Gale Schmidt will be managing editor of the publication. It is funded by the Dorothy Rider Pool Health Care Trust.

An announcement, including guidelines for submission of articles to **Medical Notes**, has been distributed to all hospital Medical Staffs.

Physicians who have not received a copy of the guidelines should contact the Public Relations Department at the Hospital Center, Extension 3084.



Heat sealing an I.V. for prevention of external contamination and transport to the floors are Junior Volunteers, Sam Reiner and Lynn Siegfried.

The Hospital Center's Junior Volunteers ended their summer with an Awards Recognition and Picnic, August 15, at the Rose Gardens. According to Norine Shafer, Director of Volunteer Services, the 60 Junior Volunteers contributed over 3,169 hours this summer, serving in the O.R., E.R., Pharmacy, and nursing units. Thirty-one of the Junior Volunteers will remain through the winter.



William Miller, Assistant Director of Financial Services since September, 1974, will be leaving the Center on August 25. He will be joining the public accounting firm of Ernst & Ernst, Des Moines, Iowa, using his financial expertise as a Management Consultant to the health industry.

Prior to his service here, Bill was Budget Director at St. Vincent Hospital & Medical Center, Toledo, Ohio. He received his Master's Degree in Accounting and Finance from the University of Toledo, Ohio. While at the Center, he was responsible for Third Party Cost Reimbursement Program, coordinated budget activities of all departments, and served on the Manpower Planning Committee with Valeria Boyer, Associate Administrator, and Richard C. Cipoletti, Director of Personnel Services.

Barbara Knecht, R.N., Supervisor, Nursing Services, will be leaving the Center September 8, to join her husband in sunny Florida.

Barbara has been a day shift supervisor since March, 1976. She received her nursing degree from St. Luke's School of Nursing, Bethlehem, following which she had 15 years experience in OB-GYN at Allentown Hospital. Before coming to the Center, Barbara worked as a Medical-Surgical Head Nurse at St. Luke's.

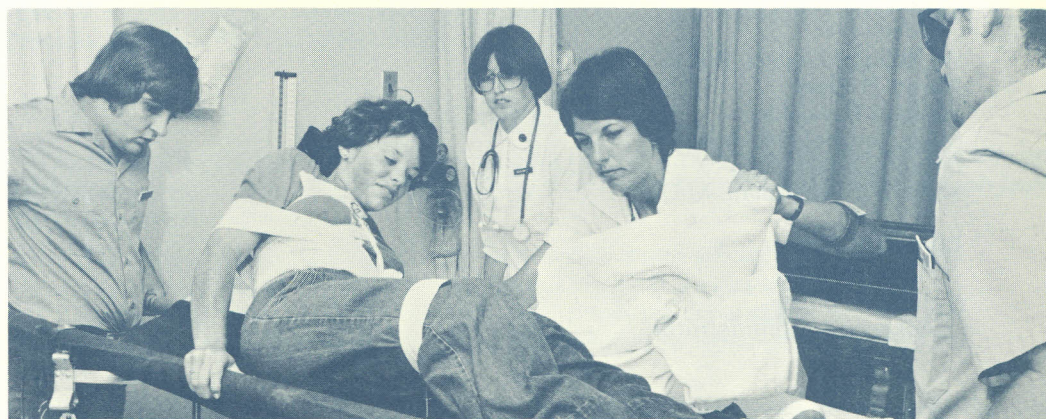
Ellwyn D. Spiker, Administrator, has been named one of 4 new trustees of Hospital Central Services, Inc., and Vice Chairman of its Long-Range Planning Committee.

Karlene Laub, L.P.N., 4A, recently became the 100,000 person to donate blood at the Miller Memorial Blood Center in Bethlehem, which opened in September, 1971.

Alan H. Schragger, M.D., Chief of Dermatology at the Hospital Center and Allentown Hospital, has been elected to the Board of Trustees at Cedar Crest College. Dr. Schragger is also Assistant Professor of Dermatology at Hahnemann Hospital.

Ann Miller, R.N., Non-Invasive Vascular Lab, will be leaving the Center. Ann is accompanying her husband, Bill, to Des Moines, Iowa. Ann started in the float pool in November, 1974, and began in the Non-Invasive Vascular Lab in September, 1977.

She received her nursing degree from St. Vincents Hospital & Medical Center School of Nursing, Toledo, Ohio.



On Saturday, July 29, the Hospital Center participated with other health care organizations in a disaster drill held by the ABE airport. Pictured here, in the E.R. holding area, are Mike Gillespie and Lester Lauer, Housekeeping, handling the litter while Brenda Long, R.N., and Mary Bowers, R.N., prepare the "victim" for transfer. The Hospital Center received 41 of the 140 victims.

OPERATION ARGUS

(con't from page 1)

at least once a month and more often if necessary. The employee will be invited to attend a committee meeting if confusion exists concerning the idea. After reaching a conclusion on any suggestion, the Committee will notify the employee of their decision as quickly as possible. Those ideas recommended for adoption will be forwarded to Administration for final review and approval. When approved, a bonus check of 10% of 1st year savings will be prepared. If savings are not clearly known, a trial period will be established by the Committee. At the end of that period, a check will be issued if the suggestion proved to save money. Suggestions which are approved, but for which an accurate cost savings can not be determined, will be reviewed by the Committee and an appropriate amount will be awarded. When duplicate suggestions are reviewed, the one with the earlier date will be considered. Employees must sign an agreement waiving all patent rights to their suggestion (if applicable) or forego reimbursement.



Over 430 employees attended the fire equipment demonstration given by the Western Salisbury Township and Allentown Fire Companies. Here, Steve Lukow, Housekeeping, Roy Newhouser, Dietary, and Becky Finley, ACU, use a 5 lb. CO₂ extinguisher on a pan gas fire under the supervision of Ralph Slider, Deputy Chief and Public Information Officer, Allentown Fire Department.

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