

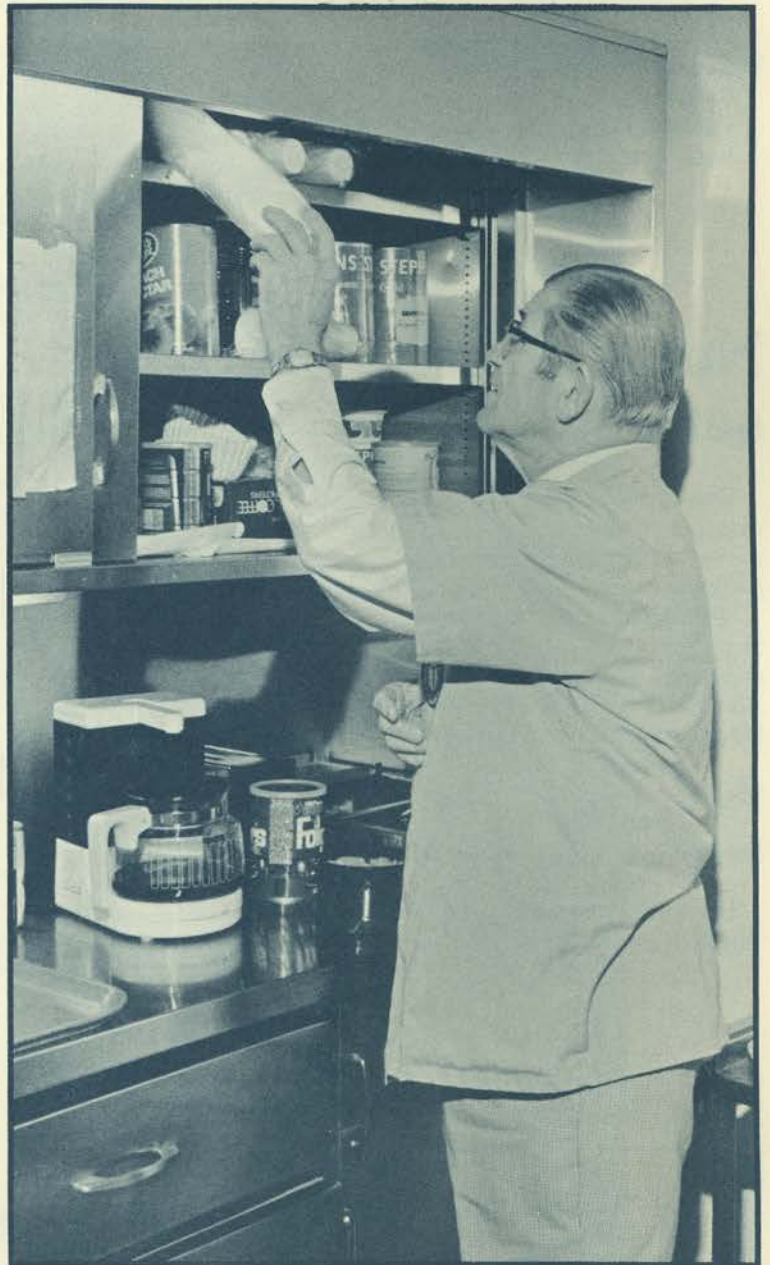
update

Vol. 5 No. 8

April 20, 1981



Debbie Duchodni, secretary Nursing Services.



John Kondravy, Volunteer in ACU.

Secretaries, Volunteers honored!!



**The Center
Welcomes**

Correction: *holiday pay*

The article on holiday pay for working employees (Update, No. 6, March 23, 1981) incorrectly stated that time and half pay was for full-time employees only. All who work on a legal holiday are eligible for time and a half pay.

To Business office
Bonnie Colver

To Dietary
Shelley Borman
Stephen Stefko

To Nursing Services
Sandra Kentner

To Radiology/Nuclear Medicine
Margaret Schneider

To Respiratory Therapy
Colleen Case

Welcome Back
Glendora Hall — SPD
Paulette Kay — Nursing Services
Kath Rotth — Nursing Service

Women and breast cancer seminar

Rose Kushner, nationally known medical journalist and author of "Breast Cancer—A Personal History and Investigative Report", and "Why Me" will be the featured speaker at "Women and Breast Cancer - Today's Perspective", to be held on Thursday, April 30, 8:30 A.M. -12:00 Noon, at the Holiday Inn West. Rose will be speaking on "Breast Cancer...Where We're At".

The program also features Karen Knibbe, R.N., Nurse Administrator for the Clinical Oncology Program, speaking on "Breast Cancer Issues...Resources in the Lehigh Valley", and a panel discussion of questions and answers with George Hartzel, M.D., surgeon; and Robert M. Post, M.D., hematologist/oncologist; Nathaniel Silon, M.D., radiation therapist; and Ms. Knibbe and Ms. Kushner.

Fee for the seminar is \$5.00. To register, send a check payable to A&SHHC, and return it to the Educational Development Department. Early registration is recommended.

For more information, contact the Clinical Oncology Program, 2582.

Nutrition seminars

During May, the Nutrition Support Service will offer three seminars designed for nurses, but open to all interested personnel free of charge.

"Principles and Practice of Nutritional Support" will be offered in three segments, all 7:00 - 9:00 P.M., in the A&SHHC Auditorium:

May 6 - Malnutrition: The Skeleton in the Hospital Closet

May 13 - Insights into Parenteral Nutrition

May 20 - New Dimensions in Enteral Nutrition

For more information, call the Nutrition Support Service at 2587.

Memorial established

Elwood D. Ehrgott, Administrative Assistant for Ambulatory Services, wishes to thank all hospital personnel who made contributions to St. Mary's College, Raleigh, North Carolina, in memory of his wife, Ann Renee, who died suddenly on April 8.

Contributions are being used to install a bell in the chapel of the college. The chapel, built prior to the Civil War, is listed in the National Registry. When the installation is completed, a special dedication ceremony will be held in the chapel, with the Ehrgott family attending.

Anyone who still wishes to make contributions can send their donations to:

Chapel Bell Fund
In Memory of Ann Renee Smith Ehrgott
St. Mary's College
Raleigh, North Carolina 27611
Attn: Mr. Henry Reed, Director of Endowments



Burn Center benefit

If you're in the North Wildwood, New Jersey area on Sunday, April 26, be sure to see the Cape May County Firemen's Water Ball Championship, 12:00 Noon-6:00 P.M., Spruce and Maryland Avenues.

Teams made up of fire companies from Cape May County will direct fire hoses at a four foot ball in an attempt to cross the opponents goal line. Prizes will be raffled and proceeds will benefit our Burn Center, as well as the other members of the Burn Foundation of Greater Delaware Valley: Crozer-Chester Medical Center, Saint Agnes Medical Center, and St. Christopher's Hospital for Children.

Gale Schmidt Hodavance — Editor
Jim Higgins — Associate Editor
Janet Laudenslager — Staff Assistant
Jack Dittbrenner — Photography
Darla Molnar — Photography

Understanding patient rights

by Becky Ruth, Public Relations Intern

"Patient Kept on Respirator Against Family's Wishes." "Jury Awards Plaintiff One Million Dollars in Malpractice Suit." "Patient Claims Rights Violated."

Newspaper headlines are constantly reminding us of the more spectacular aspects of patients' rights. In recent years, patients' rights have become a controversial issue among health care personnel. Usually it's the complicated ethical and legal aspects of the issues which receive attention, but many aspects of patients' rights are far more basic.

Patients' rights may involve anything from the above headlines to something as simple as the right of a patient to know his or her doctor's name.

Understanding these rights, as a patient and as a health care professional, is not often easy. Just ask Nancy Stevens. As the patient representative here at A&SHHC, Nancy has seen the negative as well as the positive effects regarding a patients' rights.

According to Nancy, it may seem simplistic to actually have to print: "the patient has the right to considerate and respectful care" in a Patients' Bill of Rights. But to a patient who feels that they have a legitimate concern or gripe, this is valuable information. Patients need to know that they can complain about what they feel are violations of their rights with the assurance that the quality of their care will not be affected. They need to be reassured that they will still be treated with courtesy and respect by hospital personnel.

Information regarding a diagnosis, treatment, alternatives to that treatment, and prognosis—in understandable terms—can help to relieve much of a patient's anxiety. If patients are allowed to participate in their own health care, their feelings of being alone and helpless will often subside.

According to Nancy, the Pennsylvania Department of Health includes a patient's bill of rights in its Rules and Regulations for Hospitals. Copies of A&SHHC's Policy on Patients' Rights and Responsibilities are available in the Patient Representative Office. (The Bill of Rights and Responsibilities is a printed statement for patients and health care personnel dealing with mutual expectations.)

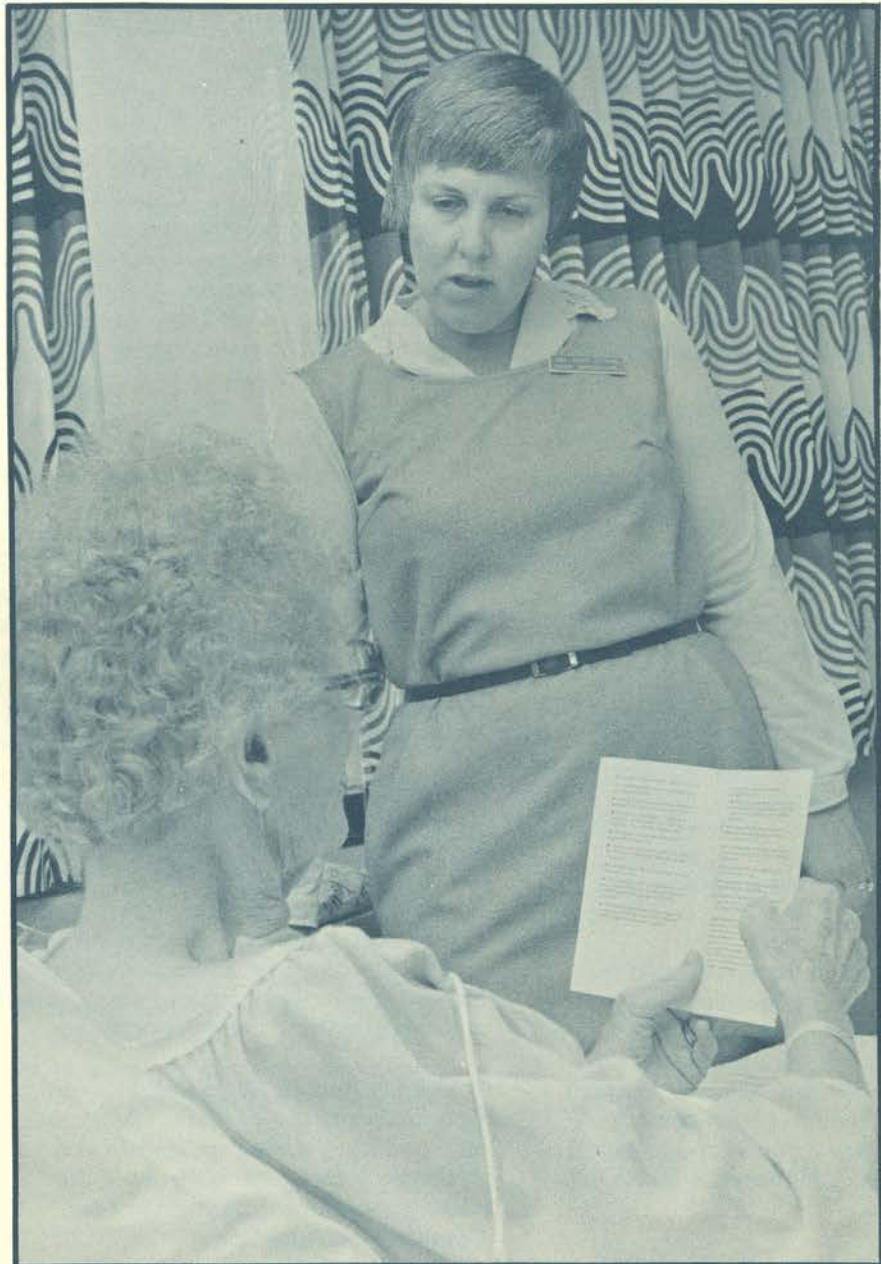
"Patient rights and responsibilities run hand in hand," Nancy says, "and the right to information on their condition, the right to privacy, and the right of access to someone who can help them

protect these rights is as important to a patient as are the patients responsibilities to those entrusted with their health care." Patients are expected to disclose all necessary information on their condition, and to be considerate and respectful to hospital staff members. "Even asking questions when certain aspects of their care are confusing or hard to understand is part of a patient's responsibility," Nancy states.

None of these rights are new. Patients have always had rights. However, it was only with the rise of the consumer movement that most people became aware

that they had rights concerning medical care (and other service-oriented businesses as well). In the past, because of fear and lack of knowledge, patients accepted treatments and orders from health care personnel without question. Today, more people realize that they have rights as a patient, and are more likely to use them.

With just a little extra consideration and thought, patients and hospital staff can learn to work together to ensure that everyone's rights and responsibilities are respected.



Keeping patients informed as to their rights and responsibilities is an integral part of the patient representatives job. Here, Nancy explains our Patients' Bill of Rights.

MAY DAZE

Dinner and Brunch

This year, May Daze will feature a super dinner on Friday evening and Saturday evening, and a Sunday brunch, all prepared by the Hospital Center's dietary department.

The menu for the dinner, which starts at 4:30 P.M., and continues until 7:30 P.M., on both Friday and Saturday, includes 1/2 Bar-B-Q chicken, Lyonnaise potatoes, medley of fresh vegetables, cabbage salad with sweet/sour dressing, rice pudding, french bread, and a choice of beverage.

Brunch, which begins on Sunday at 11:30 A.M., and continues until 2:00 P.M., features, scrambled eggs, hot sliced seasoned apples, sausage links, assorted muffins with seasoned butters, assorted melons with citrus sections, orange juice, and beverage.

Price for dinner is \$4.00 for adults, and \$2.25 for children. Brunch is \$3.00 for adults, and \$2.00 for children.

If any Hospital personnel would like to help at May Daze, May 15, 16, and 17, please sign up in the Volunteer Station or call Petey Shoemaker, 965-5854. All types of jobs are available, and your help would be greatly appreciated.

Auxiliary Members! — we apologize to those of you who did not receive your dinner/brunch tickets. If you have not received them, you will not be charged for any. If, however, you wish to receive tickets, contact Petey Shoemaker, 965-5854, or Joanne Anderson, 967-3915, or visit the Tree Top Shop, where they are on sale.

We suspect that the reason that the tickets are not being received is that many people are trading tickets with others. Since we are working with a master sheet of ticket numbers assigned to everyone's name, please contact Joanne or Petey if you intend to switch or have traded your tickets. Thank you.



Crystal Eigenbrod, R.T., Sheila Gilbert, R.T., Pat Kubik, R.T., Marion Rumley, R.T., Bill Springer, R.T., and Jane Tercha, R.T., attended "Crossroads in Careers" seminar sponsored by the Philadelphia Society of Radiologic Technologists in Philadelphia on April 4.

The seminar, led by Paul Friday, Ph.D., discussed stress on R.T.'s — today and tomorrow, effective patient communications, efficient hospital communications, career conflicts, and professional stages of development.

Ray Seigfried, Director of Materials Management, has been selected to have his biographical data appear in the twenty-second edition of Who's Who in Finance and Industry, published by Marquis World Press Service, a news service of Who's Who in America.

Anna Seroka, R.N., M.Ed., Administrative Instructor, Critical Care Division, Nursing Service, has been reappointed to a two-year term on the Pennsylvania Nurses Association Continuing Education Approval and Recognition Program (CEARP) review panel. The panel reviews applications and criteria for awarding continuing education units (CEU's) on continuing education programs for nurses.

Mary Ann Gergits, R.N., Discharge Planning Coordinator, attended a condensed program on Patient Centered Discharge Planning recently in Philadelphia. The program was sponsored by the Society for Hospital Social Work Directors of the American Hospital Association.

Sharon Smith, R.N., B.S.N., Diane Spade, R.N., B.S.N., Cindy Terry, R.N., B.S.N., critical care instructors, and **Cathy Starr, R.N., B.S.N.,** staff nurse, SCU, have successfully completed the Advanced Cardiac Life Support course offered by the Emergency Medical Services Council of Eastern Pennsylvania and the American Heart Association.

Sue D'Annibale-Weigand, Program Coordinator at the Wellness Center, will be introducing stress coping skills and relaxation techniques to the word processing operators at Bethlehem Steel Company on April 22.

Judy Stavisky, Marketing and Research Coordinator at the Wellness Center, represented the Hospital Center's approach to health promotion at the Delaware Valley Consumer Health Education Association meeting at Pennsylvania Hospital recently.

Secretaries

They type letters, take dictation, answer and so much more! And without them, the matter, could not function.

"They" are the secretaries, the mostly "year, the Hospital Center's 38 secretaries Week, April 19-25, an event declared by



Top to bottom: Inez Mistretta, Melissa Rusyn, Engineering Department; just a sn working secretarial staff.

honored

es, file, clip, read, repair, remember,
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THE WELLNESS CENTER

by Judy Stavisky, Wellness Editor



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pse of The Hospital Center's hard

Breathing for stress

Managing stress is a learned skill. We often hear people exclaim, "I'm much too busy to practice stress management." However, if you've been feeling irritable, unable to concentrate, unusually anxious with a queasy stomach or frequent headaches, maybe investing a few moments to master some relaxation techniques is just what you need.

Each person reacts in their own individual way to stress. A situation that may be stressful to you could leave someone else utterly calm. Your tolerance depends largely on your genetic inheritance, your previous experiences, your outlook on life and how much social support you have. You can enhance your ability to ward off or at least lessen the impact of distress by paying attention to body signals which shout out the fact you are under too much pressure.

Finding a quiet place where you can be by yourself and relax for at least 10 minutes a day is essential for psychological well-being. If you find this impossible to do during the workday, set aside time when you get home. There are many breathing exercises that will help you relax. Remember to try them when you have some quiet time. No one's schedule should be so jammed up that a 10 minute break is impossible. Daily relaxation may be just the cure you've been looking for to relieve the day to day tension of modern living.

Exercise No. 1 Inhale deeply through your nose and try to take air all the way down to your stomach. Expand your stomach so that you fill your lungs completely. Exhale slowly through your mouth. As you exhale, your stomach should contract. Relax and then repeat the exercise ten times.

Exercise No. 2 Inhale slowly through your nose and count to three. Hold your breath to the count of three. Exhale through your nose and count to three. Relax to the count of three. Repeat this pattern for a few minutes until your body feels relaxed.

Food for stress

Believe it or not, eating the right foods can help you cope with stress. The psychological and physical response to stress imposes certain nutritional demands on your body. Nutritional deprivation itself can produce a stress response. Equally important, stress can lead to or aggravate nutritional deficiencies. Make sure your diet is working for you and not against you during a stressful period of your life.

- Skipping meals makes it more difficult for the body to replace the nutrients lost during a stressful episode. You also run the risk of making yourself more susceptible to colds and other infections when you sacrifice good nutrition. When you skip a meal, you are more prone to munch away anxiety on a doughnut or cookies, foods which don't help your tension or your waistline.
- Eat a vitamin C-rich food everyday: citrus fruit, red or green peppers, cantaloupe, broccoli or papaya are all good bets.
- Make sure your diet includes dark green leafy vegetables and fruit 3 or 4 times a week to get needed vitamin A.
- Eat a substantial salad or sandwich for lunch. "Substantial" means to add protein like fish, chicken or egg filling to your lunchtime meal.
- Try to consume reasonable amounts of milk, yogurt and cheese which all provide protein and other essential nutrients.

Research has associated losses of protein, vitamin A and vitamin C with periods of prolonged or extreme stress. Help protect yourself against nutrient losses. Be particularly conscious of what you eat when you are "keyed up" or emotionally exhausted.

National Volunteer week

The week of April 27 to May 3 is the designated week for honoring volunteers. Here at the Hospital Center, we are most familiar with the over 360 volunteers who wear the pink smocks and jumpers, the gold jackets, and the pink and white candy stripes. They assist in many ways and are an integral part of our hospital team. Volunteers can be found in the Blood Bank and the Business Office; in the Heart Station or the Laboratory; on the nursing units, in medical records, in the O.R. instrument room; with the patient representative; in P.T., SPD, E.R., ICU — almost everywhere!

This year, the Hospital Center's volunteers will be feted at a "Gay 90's Ice Cream Social" to be held on Thursday, April 30, at 7:30 P.M., in our dining room.

But, perhaps sometimes we overlook many other people at A&SHHC who are also volunteers as well as our hospital volunteers who give of their time to other organizations and agencies throughout the community. In Public health offices, small businesses, colleges, libraries, the Red Cross, Big Brother/Sisters, scouts, and throughout the communities of America, volunteers can be counted on to lend a hand!

Take this little quiz and see how just a sampling of people you might know spend their free time. You'll be surprised. Volunteering comes from all people, all lifestyles, all ages, and the bottom line is love!

Questions

1. Do you know the Admitting Department employee who watches her five and eight year old grandsons every Friday evening? "My contribution toward keeping my daughter off welfare!" says she. Her daughter is a beautician scheduled to work every Friday evening. The children spend their nights with their grandmother—sleeping bags and all.
2. Who is the secretary currently spending her hard-earned evenings off from working in our Personnel Office on a one night a week, twelve week training program for the Rape Crisis Council located at The Allentown Hospital?
3. An A&SHHC head nurse has a long day with responsibilities abounding; yet, this lady finds time to be involved with area theatre. Her latest appearances include "Deadwood Dick" and "Oklahoma" at the Shepherd Hills Dinner Theatre.



Pearl Meck,
volunteer on 4A.

4. Who helped "put to sleep" Medical Explorers and their parents in the privacy of our own Hospital Center auditorium? This nursing instructor finds much off-duty time to devote to our Medical Explorer Post 916.
5. The Alton Park Youth League Cheerleaders' big day arrived - they were appearing on television performing a routine to a tape of Diana Ross's popular "Upside Down". Of course, no one expected the coach to destroy the tape just in time for their performance! What A&SHHC Social Services employee serves as Volunteer Cheerleading Coach and Executive Board officer for Alton Park Youth League at Percy Ruhe Park?
6. This gentleman, located in A&SHHC offices closest to heaven, spends many a full day counseling staff and patients alike at the Hospital Center. He then manages to find much more energy to develop a training program for volunteers at "HOSPICE."
7. Do you know the pharmacist who spilled five pounds of spaghetti down the sink on our Medical Explorer Scout Post Get Away Weekend?
8. How about the person who tries to make us cultural by scheduling New York City trips to plays? And, who tries to help us spend our hard-earned cash by taking Atlantic City trips? Hint: Both these ladies work in offices.
9. Another employee is involved in volunteering to a worthwhile organization while spending time on activities with his son. Active in the father/son "YMCA Indian Guides", this gentleman helps plan and coordinated ball games, trips to the Franklin Institute, and hikes at Hawk Mountain when he's not employed in A&SHHC's Food Services Department.
10. After putting in a full weeks work in the A&SHHC Business Office, this man enjoys volunteering his time and compassion to act as a "Big Brother" for some fortunate young man. Do you know who he is?
11. This assistant administrator has been instrumental in the development of "Protect of the Lehigh Valley", an organization for the prevention of child abuse, including such functions as a hot line and parents anonymous. He is past president and a current board member.
12. This secretary is very concerned with employees' Friday night social life. She arranges reserved tables and invites everyone to enjoy the big band sound at Castle Gardens every Friday evening. Who is she?
13. After spending a full work week behind the walls of SPD at A&SHHC this employee finds herself again behind the walls as a Volunteer Friend at Lehigh County Prison. Who is she?

14. Who is the active lady who surrounds herself in a world of volleyball, critterbells, discount movie tickets, bed races, and flights to the Bahamas - all for the benefit of her fellow A&SHHC employees?

15. "It was information I wanted on the DISCOVERY scene; so, I called Meg but instead got an answer machine." This vignette was written for an EKG employee who does more than her share in the management of the DISCOVERY singles group in the Lehigh Valley. Who is she?

How about you? Have you ever baked for a bake sale, knitted for a church bazaar, taught Sunday School? Whether you realize it or not, you are one of the 80% of the American population who spend some of their time volunteering!

Happy National Volunteer Recognition Week.

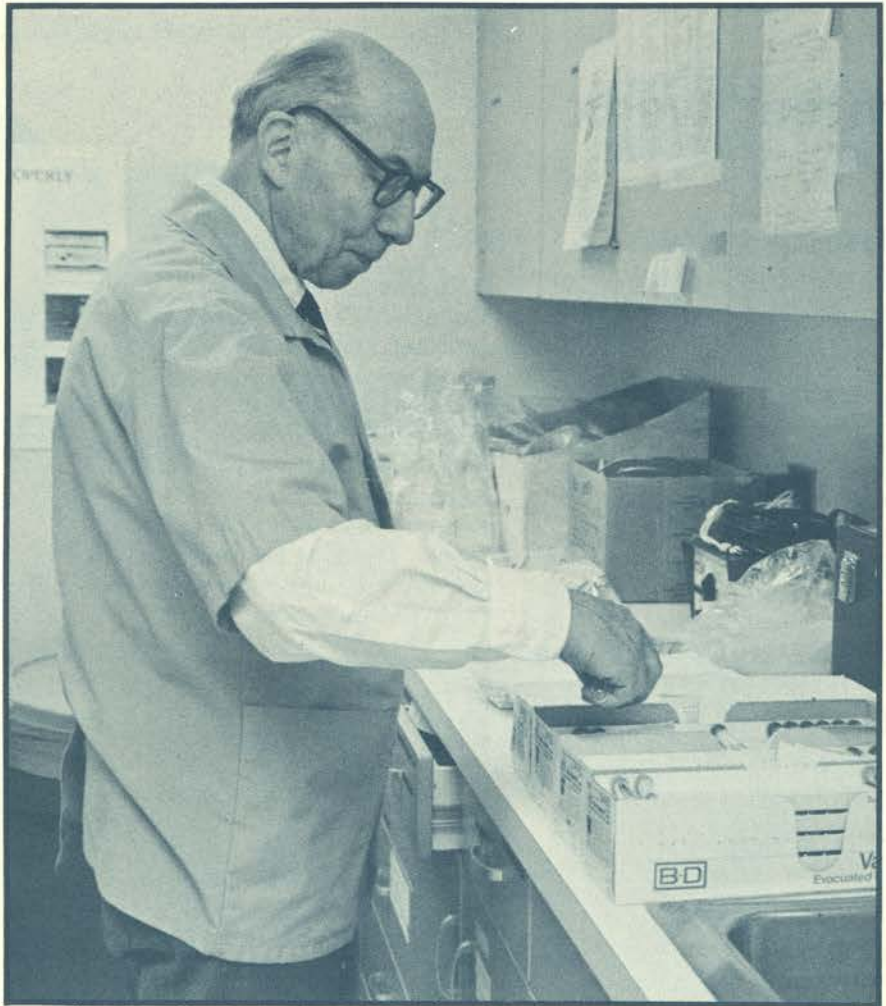
Answers

1. Jewel Alpaugh, Admitting Services Manager
2. Liz Nadar, Personnel Office Secretary
3. Kay Knauss, RN, Head Nurse 5A
4. Cindy Terry, RN, Critical Care Nursing Instructor
5. Mary Ann Gergits, Social Services
6. Chaplain Wycoff, Department of Pastoral Care
7. Lynn Kuster, Pharmacy
8. Jeanne Figlar, Business Office
9. Ted Tobia, Food Services Manager
10. Jeffrey Zotter, Business Office Assistant
11. Richard Manges, Assistant Administrator
12. Elsie Fischl, Administration Secretary
13. Shawn Walker, SPD
14. Janet Laudenslager, Public Relations
15. Meg Erbe, EKG technician

Speaking of Volunteers, due to the increased demand for evening, weekend, and Pastoral Care volunteers, a special recruitment effort was made to accommodate these needs. Nineteen adult and junior volunteers were oriented on Monday, March 2 and 9, and Saturday March 21:

Adults: Pat Blackard, Sandra Cobb, Jayne Crites, Dorothy Gardner, Ann Lemheney, Mary Matthews, and Lillian Sandstrom.

Juniors: Diane Attriell, Dean Crites, Missy Feltingoff, Jill Gerlach, Karen Giuliani, Terry Greenburg, Sue Hepler, Lisa Hoffert, Sydna Lau, Amy LeRoy, Cindy Moore, and Tracey Slough.



Top photo: Ed Stein, volunteer in the Emergency Room.

bottom photo: Charlotte Fink, volunteer of the Day, on Wednesdays.



Summer vacation

Now is the time of year to think about planning your summer vacation. If you haven't decided where to go or what to do, the Rec Committee has two great suggestions!

Go to the Cape! From Sunday, July 12, to Thursday, July 16, take a trip to beautiful Cape Cod, Massachusetts. The cost of the trip is \$155.00 per person, double occupancy, which includes round-trip motorcoach transportation, accommodations at the American Host Motel in Hyannis, baggage handling, hotel room tax, and complimentary coffee each morning. Also included is a one-day sightseeing tour of historic Provincetown. A \$50.00 deposit is due when reservations are made. Deadline for reservations is Friday, May 1. For more information contact Inez in the Doctors' Lounge, 2180.

Or, Head South! From Friday, July 17, to Sunday, July 19, take a trip to Williamsburg, Virginia. The cost is \$129.00 per person, double occupancy, and includes roundtrip motorcoach transportation, accommodations at the Bonhomme Richard Hotel in the heart of

Williamsburg, an escorted tour of Colonial Williamsburg, full-day admission to Busch Gardens with unlimited use of all attractions and admission to all shows and entertainment, plus a visit to the Williamsburg Pottery Factory. All baggage handling at the hotel and state and local taxes are also included. A \$50.00 deposit is due when reservations are made. Deadline for reservations is Friday, May 1. For more information and reservations, contact Janet in Public Relations, 3084.

Wine booth

With May Daze right around the corner, don't forget to support the Recreation Committee wine booth! We are accepting donations of wine or money for the purchase of wine to benefit the Burn Center and Rec Committee through May Daze. If you are interested, bring your donations to the Public Relations Office, Monday through Friday, 8:30 A.M. - 5:00 P.M. Your support will be greatly appreciated.

Volleyball

Anyone interested in playing intra-hospital volleyball should sign up in the Public Relations Department, Monday through Friday, 8:30 A.M. to 5:00 P.M. Deadline for registration is Friday, May 8.

Employee prescriptions

Due to minimal staffing patterns in effect during the weekends, the Pharmacy is not able to fill employee prescriptions. Your cooperation in this matter is appreciated.

Postage stamp sales

The Tree Top Shop will no longer sell single postage stamps. Booklets of 24 stamps are now on sale. The price is \$4.50.

Allentown and Sacred Heart Hospital Center
1200 S. Cedar Crest Blvd.
Allentown, PA 18105

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