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Take One

1985-09

Take one: September 1985

Boston University Medical Center. Take One: September 1985. Archived in OpenBU at <https://hdl.handle.net/2144/2468>
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September 13, 1985

take one

a publication for the people of University Hospital



ONE SCOOP OR THREE? UH administrators stand poised to scoop at BUMC's recent ice cream social. Shown, from left to right, are Joan Russo, R.N., assistant administrator for Nursing; Edwin Stedman, director of Security and Telecommunications; Trip Folland, assistant director of Unit Management; and Jim Oliver, director of Distribution for Materials and Purchasing. (Domenic Screnci, Educational Media, photo)

Q & A: THE MOST FREQUENTLY ASKED QUESTIONS ABOUT THE NEW DIMENSION TELEPHONE SYSTEM

The conversion of BUMC from Centrex to the new Dimension 2000 telecommunications system is complete, but Medical Center employees are still adjusting to the change. In a response to some of the questions and concerns that have arisen since the switchover, Take One asked Edwin Stedman, director of Security and Telecommunications, to outline answers to the most frequently asked questions about the new system.

Q. WHY DOESN'T MY PHONE RING?

A. Unlike Centrex instruments, Dimension 2000 telephones have a manual "ringer switch." You can adjust the switch to the "off" position. If your phone does not ring, then check to be sure the switch is in either the "low" or "high" position so you can hear the ring and so you can be sure to receive your incoming calls.

Q. WHY CAN'T I CALL-FORWARD MY NUMBER TO A NON-MEDICAL CENTER TELEPHONE NUMBER?

A. Call forwarding is a feature of the electronic controls of the Dimension 2000 system at BUMC. As a control feature, call-forwarding can only be applied within the Dimension 2000 system--within BUMC. More than one control would confuse the electronic management of the system.

Q. WHY CAN'T I ACTIVATE AUTOMATIC CALL-BACK TO A NON-MEDICAL CENTER TELEPHONE NUMBER?

A. For the same reason you cannot call-forward a Dimension 2000 number to a non-Medical Center number.

Q. WHY AM I RECEIVING ANOTHER PARTY'S CALLS AT MY TELEPHONE NUMBER?

A. You may be receiving another party's calls at your telephone if that party call-forwarded his/her telephone number to your telephone. If so, you must contact the department whose calls

you are receiving and ask them to cancel the call-forwarding command to your number. When call-forwarding your number to another number, be sure to inform the party who will be receiving your calls.

Q. WHY DON'T I RECEIVE INCOMING CALLS? CALLERS HAVE TOLD ME I DON'T ANSWER MY PHONE.

A. Check to determine if you--or someone in your area--has call-forwarded your number to another party's telephone number. If this is the case, you can cancel the command.

MEMORIAL SERVICE TO BE HELD FOR DR. ELKORT; SCHOLARSHIP FUND ESTABLISHED IN HIS NAME

A memorial service will be held on Sunday, Sept. 29, at 2 p.m. for Richard J. Elkort, M.D., who died in the Hospital's Critical Care Unit on June 3. Elkort was on the staff of University Hospital for many years, first as a fellow in surgical oncology, and later as an attending physician. The service will be held in Boston University's Marsh Chapel at 735 Commonwealth Avenue.

In addition, a scholarship fund has been established in Elkort's name at Boston University School of Medicine. Because Elkort was concerned about the decreasing availability and increasing need of scholarship funds for deserving students, the fund will be used to support students and young faculty members engaged in nutrition and cancer research, two areas that were of strong research interest to Elkort. Contributions to this fund may be made payable to Boston University School of Medicine with a notation on the check that it is for the Richard J. Elkort Memorial Scholarship Fund. Checks should be sent to Joseph J. Vitale, M.D., Associate Dean for International Health at Boston University School of Medicine.

Take One is published for the employees of University Hospital every second Thursday by the Office of Informational Services, Boston University Medical Center. For copy submission or information, please contact April Lindner, editor; or Owen J. McNamara, director, Office of Informational Services, DOB-600, x8482.



need to know

EXECUTIVE COMMITTEE FORMED FOR THIS YEAR'S EMPLOYEE GIVING CAMPAIGN AT UNIVERSITY HOSPITAL

Members of the Executive Committee, a group of University Hospital staff members who will be helping to plan this year's Employee Giving Campaign, have been chosen by the Hospital's General Administrators, according to Susan Siegel, coordinator of special projects in the Hospital's Office of Development. The job of Executive Committee members also includes choosing volunteers who will solicit employees in their departments during the Campaign.

The Executive Committee includes Paul Gilman, Fund Accounting; Tom Casey, Evening Administrator; Priscilla Moskos, administrative coordinator for Surgery; Alice Owens, medical staff registrar; Mary Willis, Laboratory Medicine; John Clemons, Safety Officer; Joan Harris, Plant Services Administration; Ruthann Cavallo, R.N., head nurse in the Recovery Room; Trish Gallivan, R.N., evening nursing supervisor; Joyce Tracey, R.N., Nursing; Gary Skomro, Unit Management; Tina Lawson, Personnel; Barbara Flaherty, Internal Medicine; Alan Rosenfeld, Health Systems Management; Michael Dixon, Psychiatry; John Gale, Radiology; and Chuck Mauro, Materials Management.

Donations will go toward the United Way of Massachusetts Bay, and to the U-Help Fund, a source of money which can be used to help meet the needs of UH patients. The Fund will be the Employee Giving Campaign project for the second year in a row, said Siegel.

The 187 United Way agencies which that will benefit from funds raised by University Hospital employees include the American Red Cross of Massachusetts Bay; Dove (Domestic Violence Ended); The Boston chapter of Jobs for Youth; the Massachusetts Chapter of the Arthritis Foundation; and the Boston Center for Independent Living.

Hospital employees who have benefitted from any of the United Way agencies are encouraged to share their experience with other UH employees by calling Susan Siegel in the Development Office at x8990 (638-8990).

DUKAKIS, TEACHING HOSPITAL CHIEFS DISCUSS ISSUES AT BREAKFAST MEETING HOSTED HERE BY ABERCROMBIE

Governor Michael F. Dukakis, several of his key aides, and the presidents of Boston's other major teaching hospitals, were on hand at UH last week for a breakfast meeting hosted by UH President J. Scott Abercrombie Jr., M.D. The topic of discussion was the need for cooperation between Boston's teaching hospitals and the Dukakis administration, according to Ellen Lutch, director of Health Services at University Hospital.

"Teaching hospitals represent a national treasure to the economy of Massachusetts," Lutch said. "As the government continues to regulate the health-care industry, Boston's teaching hospitals must work together with the government toward establishing an effective health policy within the Commonwealth."

The meeting, which was held on Thursday, Sept. 5, in University Hospital's Wilkins Board Room, brought together the chief executives of Brigham and Women's Hospital, Deaconess Hospital, Children's Hospital, Beth Israel Hospital, New England Medical Center and Boston City Hospital, as well as UH's Abercrombie.

Representatives of the Governor's administration included Phillip Johnston, Secretary of the Executive Office of Human Services; Mark Coven, assistant secretary for Health and Welfare in the Executive Office of Human Services; and Cathy Dunham, director of the Governor's Office of Human Resources.

GOOD HOUSEKEEPING RANKS UH GERIATRIC PROGRAM AS ONE OF THE BEST IN THE NATION

According to a survey in the August issue of Good Housekeeping magazine, University Hospital has one of the nation's best programs for elderly patients. The magazine listed eight hospitals with the most outstanding geriatric programs. Among those eight hospitals, UH was tied for third place.

As you may already know, the UH Geriatric Section, which is part of the Evans Memorial Department of Medicine, is headed by R. Knight Steel, M.D., a nationally known geriatrician and 1984 president of the American Geriatrics Society. The Good Housekeeping listing, part of special

coverage in the August issue on health care for America's older citizens, was arrived at after interviews by Good Housekeeping editors with 36 geriatric division chiefs and medical department chairmen at major medical centers across the United States.

TELEVISION SYSTEM AT UNIVERSITY HOSPITAL TO BE UPGRADED TO IMPROVE SERVICE TO PATIENTS, EMPLOYEES

The Hospital's patient television system will be upgraded in coming months, and features will be added to the system to make it helpful for patient education, staff education and employee communication. According to Donald R. Giller, director of Marketing/Public Affairs, all of the existing electromechanical television sets will be replaced by electronic equipment, which should improve patient satisfaction with the system. In addition, on most patient units, there will be one set for each patient bed, as opposed to the sharing arrangement currently in place.

A satellite dish is expected to be installed at the Medical Center so that teleconferences can be received for staff education. Finally, there will be the capability for video monitors in Hospital lobbies so that there may be a calendar of events and daily information available for employees and visitors, said Giller.

These changes will come about as a result of a new relationship with the vendor responsible for the television system. The vendor, N.A.P. Commercial Electronics Corporation, is a new corporation that was purchased by private investors from the previous firm providing the television service.

These changes will occur over the next several months under the direction of a task force that will include representatives from Plant Services, Unit Management, Pastoral Care, Telecommunications and Admitting. Giller said implementation of the new system will enable the Hospital to begin operation of a formal patient-education system during the next year. Jerome Glickman, Ed.D., director of the Educational Media Support Center, (L-3, x4370), manages the television system for UH. Please contact him for further information about the system.