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BOSTON UNIVERSITY
MEDICAL CENTER
HOSPITAL

88 East Newton Street
Boston, Massachusetts

BUMC talks 'merger' with Lahey Clinic

Town meetings serve as source of useful information

Boston University Medical Center and the Lahey Clinic in Burlington may be the next hospital giant on the Boston health care scene, according to Hospital President J. Scott Abercrombie Jr, MD. A preliminary executive committee, made up of eight representatives of BUMC and seven from the Lahey Clinic, had held discussions three times as of Dec. 20, Abercrombie says.

"Although this possible association is still in a very preliminary stage, we are extremely optimistic," Abercrombie says.

The Hospital population was privy to this information last month, as Abercrombie discussed the talks during the morning and afternoon sessions of the town meetings held Wednesday, Dec. 1. Last month's sessions, BUMCH's second round of town meetings since the idea was conceived in August, consisted solely of questions and answers.

"While the merger of Massachusetts General and Brigham and Women's will surely result in the creation in a powerful organization, I think there is enormous potential strength in a partnership among BUMCH, Boston City Hospital and the Lahey," Abercrombie says. "Interestingly, MGH's and the Brigham's strengths are very similar, and I wonder how their coupling might meet the new health care mandate. However, if BUMCH and BCH, two urban medical centers, and the Lahey, with its strong roots in suburbia, were to join forces, the three institutions would complement—rather than overlap—each other. With our strength in tertiary care, BCH's strength in trauma and the Lahey's in ambulatory care, the result would be a very complementary network—one that would serve very different and very broad-based populations."

The relationship between the Lahey Clinic and BUMCH would involve either an actual merger, in which the two hospitals would join and have one bottom line financially, or it would involve

an umbrella-like affiliation, Abercrombie says. Regardless of the type of relationship, BUMCH would be well served with an affiliate to the north, Abercrombie says. Lahey Clinic's Burlington base has 272 beds, and the institution also has community group practices in Arlington, Belmont, Beverly, Billerica, Danvers, Ipswich and Peabody.

Early this month, the BUMC/Lahey group is scheduled to appoint two steering committees to consider the potential collaboration, one for education and research matters and one for clinical services issues, Abercrombie says.

In addition to the Lahey talks, the Hospital is discussing a possible affiliation with Winthrop Hospital, also located to the north

of Boston. Right here in the city, the Hospital is in active discussions with Boston City Hospital. "We're looking at ways in which our two hospitals ultimately could be managed as one," Abercrombie says. (See related story, this page.)

Three possible joint ventures with BCH have been discussed with Boston Health and Hospitals Commissioner Lawrence Dwyer, Abercrombie explains. One involves a joint enterprise in obstetrics and gynecology, another concerns collaboration with nine of Boston's neighborhood health centers. These centers handle some 1.2 million visits annually, says Abercrombie. The third possible joint venture would involve combining laboratory services, he says. ■

Mitchell's joint appointment sets course for closer BUMCH/BCH affiliation

That BUMCH and Boston City Hospital are committed to some form of a shared future is evident by their joint appointment of Maura Mitchell, RN, MED, vice president of nursing for BUMCH, to the position of executive director of nursing for Boston's Department of Health and Hospitals.

"Without a doubt," says Hospital President J. Scott Abercrombie Jr., MD, "this partnership is a substantial step toward strengthening the vital role of nursing as a key component of the strategic plan for the future of the Medical Center."

This joint appointment opens more than one door between the two institutions, says Mitchell. Besides fostering a stronger affiliation between the two hospitals, it represents a new frontier in the field of nursing, says Mitchell.

"This is a very innovative move, and intellectually interesting to me," says Mitchell. "I am not aware of any other existing structure in the country where a public hospital and a private hospital have elected to pursue a joint appointment in nursing."

The new relationship that Mitchell's appointment represents builds on the long tradition that BUMCH and BCH have had of innovative collaboration, Mitchell says. Her joint appointment is similar to the model that physician chiefs

of service follow here.

"In my view, this joint appointment elevates nursing as a professional discipline that, like medicine, can transcend institutional boundaries," Mitchell says. "Collaborating and sharing expertise between both nursing departments has a direct advantage from a patient perspective. With more

'This joint appointment elevates nursing as a professional discipline.'

— Maura Mitchell, RN

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Using your telephone to its fullest potential

Now that the Medical Center community has had a chance to become familiar with the new telephone system installed last September, the Department of Telecommunications has a few tips on how to use the telephone and voice mail systems most effectively. The telecommunications department will be providing helpful hints periodically in various BUMC publications, and the department encourages employees to clip and save these articles for future reference.

Helpful hints for voice mail users

The elements of a good voice mail greeting include providing:

- Your name and department.
- The day of the week (the telecommunications department suggests you change greetings daily).
- When callers can expect a return call.
- How callers can get immediate assistance (For example, say "For immediate assistance, dial 0 now," at the end of your greeting). This is applicable for departments that have requested an attendant extension from the telecommunications department. An attendant extension is a number at which an employee within the department is always available.
- How to transfer a caller directly into someone else's mailbox:
- When you receive a call, ask the caller if she/he would like to leave a message in that person's mailbox. If so, press TRANSFER or FLASH, depending on your type of phone, dial the voice mail pilot number (x8-6565), press **, dial that

person's mailbox number (same as extension number), and then press TRANSFER again, or HANG UP if you have a 8110 or 8102 type phone (the phone model number is on the top right corner of the phone).

If your message-waiting light is not working:

- Check to make sure the NOTIFICATION option in the personal options field of your mailbox (in main menu of your mailbox, press 4 for personal options), is ON.

Helpful hints for telephone users

If incoming calls to your extension ring a half-ring and then stop ringing:

- Remove any possible forwarding features, such as CALL FORWARD ALL CALLS (#2) and SEND ALL CALLS (#3). Refer to the user manual for feature descriptions.
- For multiline telephone users (telephone model numbers 7444, 7406 and 7410), SEND ALL CALLS is a button on your phone. To turn off this feature, simply press this button and the light will go off.

Conference calling:

- With the new telephone system, a multiline phone user can conference up to six parties on a single call, and a single-line phone user can conference three calls, in both cases including the user. To initiate a conference call, press the CONFERENCE or FLASH button, then dial the third party, and press the CONFERENCE or FLASH button again to join all parties in the conversation. Multiline users can repeat the same process until six parties are on the line.

Mitchell appointment

continued from page 1

experts focusing on solving single problems, we will ultimately be using our combined knowledge base to develop standards of practice that will promote the best possible quality of care for all patients."

With this joint appointment, which became official last November, Mitchell has taken on a formidable challenge. But it is one for which she is well prepared, having served as BCH's chief nursing executive four years ago. Though her two responsibilities may seem to blend, Mitchell stresses that the joint appointment does not represent a merger of the two nursing departments. "I have two jobs," she says.

Mitchell says she has no intention of regaining the title of chief nursing executive at BCH. (A search to fill that position is currently underway.) When Health and Hospitals Commissioner Lawrence Dwyer approached her with the idea of a joint appointment last October,

Mitchell says she agreed because she thought it would be a great opportunity. "I'm assuming this responsibility because I think it's the right thing to do for both sides," she adds.

The joint appointment is a model, in a sense, Abercrombie says. "This venture will teach us something about what kind of structure any greater relationship between us and BCH would have to take. If we can do this without merging, it would be the best of both worlds."

As part of her immediate responsibility to BCH, Mitchell says she is aggressively recruiting for the position of chief nursing executive. Once a chief is in place, her commitment to BCH will probably involve less time, she says. Some of Mitchell's other responsibilities at BCH include recruiting nursing directors and working to develop a system for the smooth transfer of patients into the new BCH patient building, scheduled to open Jan. 29. Mitchell is also forming a staff and management education and training development program in order to maximize the talents of the BCH nursing staff, she says. ■



Maura Mitchell

Hospital exercise program makes one new year resolution easy to keep



Have you resolved to get in shape this year? The Hospital's Clinical Exercise Program can help anyone who needs help getting started on a regular exercise routine.

The medically supervised program offers individualized exercise training sessions in small group settings. Participants are taught the best ways to exercise safely and effectively, and they also receive guidance for carrying out a home-exercise program.

The program is especially designed for anybody without known heart disease and are physically inactive. The program also specializes in working with persons who suffer from any of the following conditions:

obesity, high blood pressure, high blood cholesterol, or diabetes.

All sessions are held at convenient times in the Cardiovascular Exercise Center, located in the Preston Family Building (F-308). The center includes the most advanced exercise equipment, including Quinton treadmills, a Stairmaster stair climber, and a Concept II rower. The center also has private dressing rooms/showers and lockers.

The exercise training program, not covered by insurance, costs \$50 per month. A payroll-deduction plan is available for Hospital employees. For more information, or to schedule an appointment, contact program director Kyle McInnis, ScD, at x8-8757 (638-8757). ■

Trustees focus on the future during annual meeting

Within the last year, the Hospital's Board of Trustees has been forced to grapple with the tremendous changes facing the Hospital and the entire health care industry. The trustees and Hospital leaders have faced these challenges head on, however, and say that they will continue to do so.

During the 139th Meeting of the Corporation, held on Monday, Dec. 20, trustee chairman John Valentine Jr., stressed the importance of building health care systems. "We have to be part of a system that delivers quality health care. Free-standing academic hospitals are certainly vulnerable," he said. It is becoming increasingly important for the Hospital to have "friendly and easily accessible" customer service, he added.

As Massachusetts General Hospital and Brigham and Women's Hospital have taken steps to forge their futures, so BUMCH is mapping out merger possibilities, Valentine said (see related story, page 1). With talks continuing with the Lahey Clinic, Boston City Hospital and other hospitals south of the city, BUMCH is positioning itself to

cope not only with changes in Massachusetts, but also with health care reform coming out of Washington, DC, Valentine said.

While the meeting focused on the plans that will shape the Hospital's future, the Board of Trustees Vice Chairman and Treasurer Melvin Shapiro delivered what Valentine termed a "sobering" financial report of the Hospital's past year.

Wise investments, on top of stringent budget cuts, enabled BUMCH to end fiscal year 1993 in the black. Even though the 1994 budget is level funded, the Hospital will be fighting to avoid a large operating loss this fiscal year, said Shapiro. It will take a "considerable amount of work for management to keep the Hospital above water," he said. While he said he does not envy their task, Shapiro expressed confidence in BUMCH's management leaders to do just that.

"These financial challenges are growing more onerous, more numerous and more threatening to our mission," said Hospital President J. Scott Abercrombie Jr., MD. However, he pointed out, despite the financial challenges, the Hospital and the Medical Center as a whole

continue to achieve. He cited the Hospital's recruitment of topnotch leaders to key clinical positions, outstanding clinical advancements, the opening of the Center for Advanced Biomedical Research and the construction of the REN Center-Boston Dialysis Clinic. Reinforcing the achievements of the Hospital's clinical staff, Physician-in-Chief Norman Levinsky, MD, presented a brief history of the growth of the Robert Dawson Evans Memorial Department of Clinical Research and Preventive Medicine during the meeting.

"I am optimistic about the future of Boston University Medical Center Hospital and its associated facilities," said Abercrombie, "because I can see great possibilities in all of the strategic planning and network-building in which we are involved. Academic medical centers, by their nature, are pioneers that are always grappling with challenge and change," he noted. "In fact," he added, "we have no reason to exist if we are not creating new knowledge and meeting needs in health care. This is a fine institution capable of meeting any challenge." ■

Trustees vote on new members

During the Dec. 20 Meeting of the Corporation, the Board of Trustees elected four new trustees and one new overseer.

The trustees elected were: Timothy Barberich, a former overseer who is president and chief executive officer of Sepracor, Inc., a Marlborough-based company; Stephen Kasnet, managing director of Winthrop Financial Associates; Julie Kertzman, worldwide marketing manager for the Medical Customer Services Organization of Hewlett-Packard, and James Marten, MD, chairman of Medchem Products, a Woburn-based company. The new overseer, Barbara Piette, is a partner at Schroder Ventures, a Boston-based company. All new members were elected for three-year terms. ■



Board of Trustees Chairman John Valentine Jr., far right, stands with newly elected trustee Julie Kertzman, left, gubernatorial appointee David Marks, MD, and newly elected overseer Barbara Piette.

PEOPLE



Hospital surgeon Barry Manuel, MD, was recently awarded the American College of Surgeons' highest award, the Distinguished Service Award. Manuel was praised for his dedication to working for medical liability reform and his work as a clinical surgeon. Manuel was also cited for his role as a member of the U.S. Office of Technology Assessment's Advisory Panel of Defensive Medicine and the Use of Medical Technology. He also has served as president of the Massachusetts Medical Society, the Massachusetts chapter of the American College of Surgeons, and the Bay State Health Care Foundation. He is currently vice chairperson of the board of the Massachusetts Professional Insurance Association.

Second year a charm for Penny Drive

The second annual Hospital Penny Drive has, as of last month, raised close to twice the money collected in 1992. At the rate money is being raised, an elevator for 4 Bishop St., a boarding house for elderly homeless women, will be completed by the end of this year, according to Anna

Bissonnette, RN, community coordinator for elder health and housing services at BUMCH. The drive, sponsored by the Elders Living at Home Program



Pictured at right, Susan Jones, left, and Connie Cascini, both of the Hospital's office of elder health and housing services, weigh-in a piggy bank full of pennies during the second annual Penny Drive. Also during the drive, members of the Hospital's Parkinson Disease Day Program, pictured at left, helped prepare for the Elders Living at Home Program (ELAHP) Christmas donation mailing. ELAHP co-sponsored the drive with the Committee to End Elder Homelessness.

(ELAHP), a Hospital-based non-profit agency, and by the city's Committee to End Elder Homelessness, was held on Thursday, Dec. 9, on the H-2 bridge. As of last month, the drive had raised \$1,200 in pennies, silver coins and dollar bills. Proceeds go to benefit the construction of the Bishop Street elevator, located in Jamaica Plain, and ELAHP. Last year, the drive raised \$756.

Both Bissonnette, who is also president of the Committee to End Elder Homelessness, and Eileen O'Brien, ELAHP's administrator, thank all the members of the Medical Center who contributed to this year's drive. Pennies are still being collected by Bissonnette at Room 445 of the Preston Family Building (F-445). Bissonnette is also looking for volunteers who would like to help with future Penny Drives. She can be reached at x8-6140 (638-6140). ■

The end of the year in pictures

December was a festive time around the Hospital. The following is a wrap-up of holiday events at the Hospital and in the local community:



Richard Towle, BUMC vice president of administrative services, talks with Pat Cusick, director of the South End Neighborhood Action Project (SNAP), during the third annual holiday reception held in honor of South End community members on Wednesday, Dec. 8. The event affords the Medical Center the opportunity to thank the community for their support of the BioSquare Project being constructed on Albany Street.



Friends of the Hospital members Dorothy Keefer, left, and Sue Goldstein sold holiday ornaments in the Atrium lobby on Thursday, Dec. 16. Proceeds will ultimately benefit the Hospital through Friends of the Hospital activities.



The Boston University Medical Center choir was busy during the holiday season. Their caroling engagements included the Worcester Square Christmas tree lighting ceremony, held Friday night, Dec. 10, pictured at left. Also, the choir sang during a special holiday program held in the Atrium lobby on Tuesday, Dec. 21, pictured above.

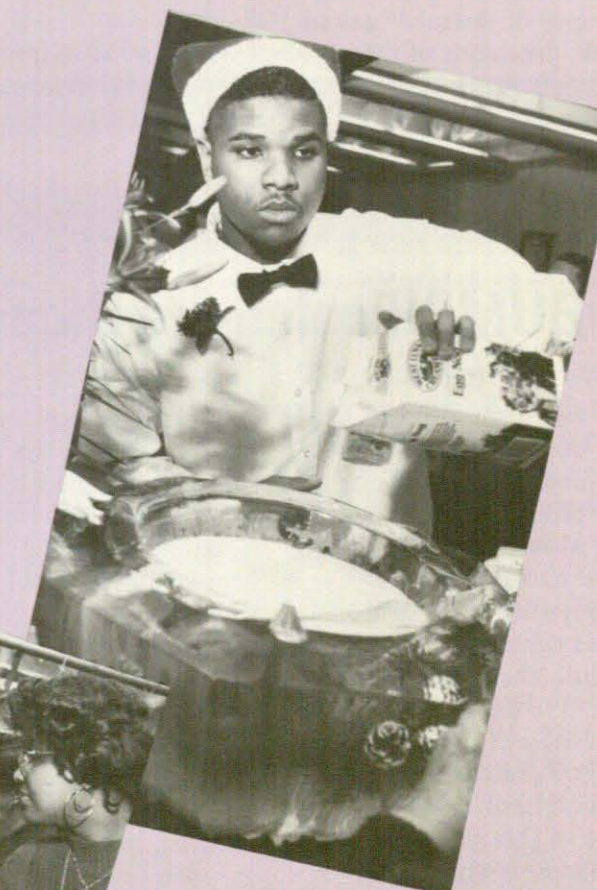
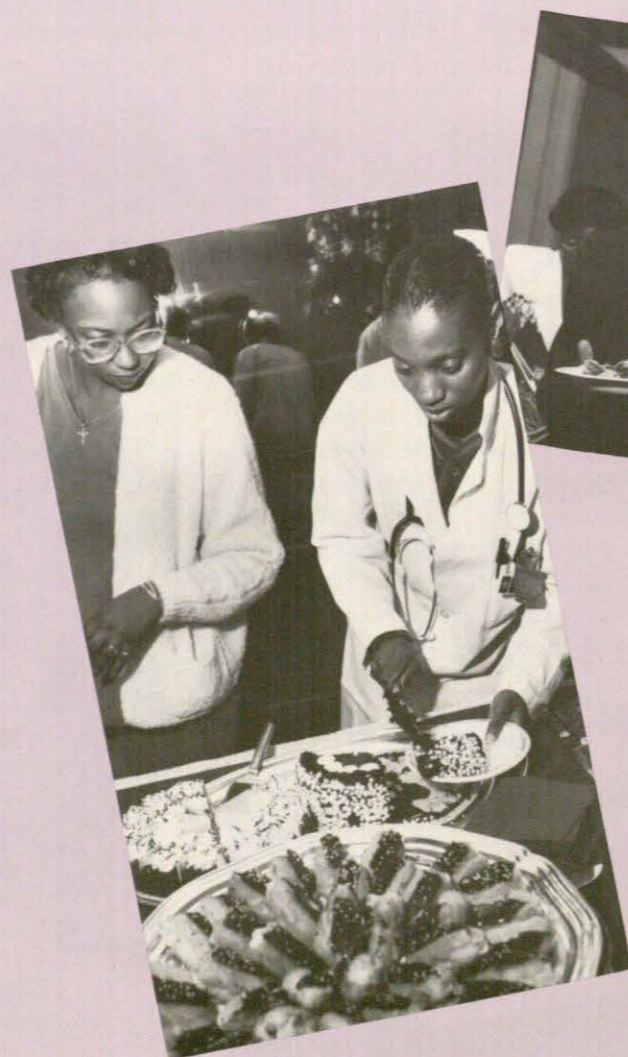


Remembering the annual holiday party

The holiday party, held on Thursday, Dec. 16, was a big hit with employees. As promised, the wait was shorter than in previous years. Here are a few employees who attended the party and were captured on film:



Andrew Morpurgo, MD, left, a physician in the Department of Rehabilitation Medicine, chats with patient Christopher Dunn during the New England Regional Spinal Cord Injury Center's annual holiday party. Those who attended enjoyed live entertainment and refreshments during the gathering, which was held on Tuesday, Dec. 14, at the center, located in the Preston Family Building (F-5).



Survey sheds light on plight of homeless elders

The numbers garnered by an overnight survey of Boston's elderly homeless population make the problem of homelessness increasingly difficult to ignore.

The survey, sponsored by the Committee to End Elder Homelessness and other agencies, shows that shelters and medical facilities are providing temporary housing for at least 460 elder individuals, many of them suffering from chronic illnesses. More than half of those counted in the survey had been homeless for more than two years.

"This should be a wake-up call for the entire community," said Anna Bissonnette, RN, committee president and community coordinator for elder health and housing services at BUMCH, at a recent press conference announcing the results of the survey. "We believe that the shelters and other emergency service programs are doing a good job by providing a place where people can stay, but in Boston, our shelters are becoming the primary source of housing for a group of elders with very special needs. This should not be tolerated."

"What do these results say about growing old in America? What does it say about growing old in the city of Boston?" asked Elsie Frank, president of the Massachusetts Association of Older Americans, and mother of

U.S. Rep. Barney Frank. "We must assist those who can't help themselves. This problem is more than a lack of a room to call one's own. It's about being disconnected from some sort of support system." Frank added that the agencies who sponsored the survey "dare to dream that there will be a public outcry" about the results, and that efforts to correct the problem will begin on a full-scale level.

The homeless elders survey, conducted last April 21, was sponsored by a number of other agencies that serve Boston's elderly, including the Elders Living at Home Program, a non-profit agency based at the Hospital. The survey defined the "elderly homeless" as any person aged 50 years or older who was unhoused on the night of the survey.

Among the major findings of the survey are:

- * One-quarter of all homeless adults in Boston are elderly.

- * Almost two-thirds of the elderly homeless population are Caucasian.

- * Four-fifths of Boston's elderly homeless persons are men.

- * More than half of the elderly homeless have been in shelters for more than two years.

* Approximately 80 percent of the elderly homeless suffer some type of impairment caused by substance abuse or by some type of physical or mental illness.

The public and private agencies who sponsored the survey are working together on comprehensive efforts to end the homeless elders problem in Boston. They are working individually as well.

According to Walter Jabzanka, the housing development specialist for the state Department of Mental Health, the issues raised by the results of the homeless elders survey are a "top priority for the department." Several special projects developed this year are geared toward sheltering elders with mental illness. These projects include new housing and residential program development, and the development of a consumer advisory council and empowerment program.

In addition to addressing the underlying problems facing the homeless elderly, the groups are also working to address the lack of shelter in the short run. Philip Mangano, executive director of the Greater Boston Shelter and Housing Alliance, mentioned at the press conference that his agency is working on acquiring some housing units at Fort Devens, a Massachusetts military base



Anna Bissonnette speaks during the press conference held to announce the results of a homeless elders survey.

targeted for closing.

"I've been to several meetings of various agencies," said Bissonnette. "Some real work is getting done and some real time is being spent. This coalition building is what needs to take place in order for this problem to be solved." ■

Ten prizes for '10' riders

Win a weekend at the Westin

If you ride the #10 bus, you could be a winner. And if you were to be a winner during the week of Jan. 23, your reward would be a weekend for two at the Westin Hotel.

In its ongoing promotion to encourage ridership on the #10 bus, the Interinstitutional Transportation Management Association (ITMA) is sending a "mystery person" to choose a lucky rider either getting on or off the #10 bus, at various times. The rider, chosen at random, is presented with a certificate to claim his or her prize. All employees, patients, students and visitors who take the #10 bus are eligible to win.

There are still a few prizes available before the grand prize is awarded sometime during the week of Jan. 23. Awards of gift certificates to local restaurants, such as Rebecca's Cafe and The Claddagh, are amongst the prizes that have already been bestowed. The weekend at the Westin Hotel is the grand prize of the promotion, and includes two nights lodging, use of the swimming pool and health club, and complimentary discount shopping at Copley Place shops. ■

Autologous donations, meanwhile, are made by individuals who want their own blood stored for their own impending surgery. Autologous blood expires 42 days after it is donated, so again, appointments should be scheduled accordingly.

Donors who made contributions last year were honored with a reception last October. Held here at the Hospital, the reception gave the Blood Bank a chance to thank all those who donated blood and platelets during the past year.

The Blood Bank is located in the H Building, room 415. Donor hours are Monday through Friday from 9 a.m. to 5 p.m. Most eligible donors can give as frequently as every eight weeks. ■

Help BUMCH celebrate Blood Donor Awareness Month

The Hospital Blood Bank staff urges all employees and visitors to support Blood Donor Awareness Month, currently being celebrated nationwide.

Blood supplies are traditionally low at this time of year, says Stacie Verdi, the Blood Bank's recruiter. She urges more employees to ring in the new year with a blood donation.

The Blood Bank is taking advantage of this month's educational awareness effort to promote two of its most vital donation programs, the platelet pheresis program and the autologous program.

Platelet pheresis is the process of extracting the layer of platelets from the blood and returning the whole red blood cells and plasma to the donor's body. The process

can take almost two hours, depending on the volume of platelets collected within the time frame. A lot of blood is taken from the donor during this procedure so red blood cells and plasma are returned to the donor's body. According to Verdi, platelets are needed by cancer patients who, because of chemotherapy, sustain a great loss of platelets. Platelets allow blood to clot and are needed to strengthen the immune system.

Because platelets expire within five days, it is important that donors coordinate a time frame with the Blood Bank that is beneficial for the many patients who need platelets. A platelet donor must be pre-screened and will be notified by the Blood Bank if she or he has been accepted.

Grateful patient honored for 'overwhelming commitment' to cardiac rehab

Webster Collins is a former patient who is thankful to BUMCH—from the bottom of his heart.

Not long after he was treated at the Hospital in 1985, Collins began to support its Cardiac Rehabilitation Program, both morally and financially. In recognition of his generosity, the Webster A. Collins Conference Room, located on the third floor of the Preston Family Building (F-3), was dedicated in his honor on Thursday, Dec. 9. Collins, an executive vice president and partner of Whittier Partners, a Boston-based real estate management and consulting firm, chose BUMCH as his rehabilitation site after having bypass surgery elsewhere.

"When you have a heart attack," Collins said during the dedication ceremony, "you are scared to death. After my surgery, I was given a list of rehab programs to call. Carol [O'Malley, program director of cardiac rehabilitation] gave the best talk out of all of them, so I came here."

"Mr. Collins really is a model, heart-healthy patient," says Hospital cardiologist Gary Balady, MD, director of the

Cardiac Rehabilitation Program, referring to Collins' strict regimen of eating right and regular exercise. "Considering his overwhelming commitment, it is fitting that we dedicate in his honor a room that is an important focal point of patient education activities."

Collins was one of the first patients to be treated in the Cardiac Rehabilitation Program, which then consisted of one small room at a site off-campus. Now in its ninth year and a nationally recognized leader in the field, the program is conducted at the Cardiovascular Exercise Center on F-3. This large space consists of an exercise room, offices, locker rooms and the Collins Conference Room. Collins' most recent gift enabled the rehab program to purchase a state-of-the-art stress test system for the exercise center.

"The Hospital needs more friends like you," Hospital President J. Scott Abercrombie Jr., MD, told Collins during the ceremony. "In these constantly changing times, philanthropy is more important than ever."

The Cardiac Rehabilitation Program has enabled the Hospital to take care of patients who could not be helped at this site before,

Abercrombie pointed out. "Your gifts have really made a difference," he told Collins.

Balady noted that Collins' moral and financial support has helped facilitate the expansion of the cardiac rehab program.

His latest contribution, the stress system, "has been the missing link in the program," Balady added. With the new system, patients can be better monitored throughout an exercise stress test, designed to determine a patient's proper level of healthful exercise. The new system can also be integrated with existing high-technology equipment in the Cardiovascular Exercise Center.

Collins' decision to underwrite the cost of the new stress system was prompted by the suggestion of James Lowell 2nd, chairman of



Gathered around the Quinton Q4500 Stress Test System are, from left, former patient Webster Collins, who donated the machine, his wife, Anne, and Cardiac Rehabilitation Program staffers Cheryl Spahn, Richard Twombly, Carole O'Malley, RN, Gary Balady, MD, and Judy Hennebury.

the Beechtree Fund, the Hospital's annual giving program.

"I've seen the downsizing taking place in the hospital industry," Collins said. "With my contribution, I wanted this center to be recognized in the hierarchy of this Hospital, and throughout the region." His contribution to purchase the stress system was his way of "standing up for the Cardiac Rehabilitation Program," he said. ■

Coping with change



By Lucinda Brown-Bianco, coordinator for the Employee Assistance Program

If there is one thing that we can always count on, it's that things will always change. Change is the process of moving from one situation to another, and almost always involves some kind of loss. It may be a desired and "positive" change, such as the birth of a baby, but with that comes the loss of an old lifestyle and its freedom. Whatever the nature of the change, it still presents the same challenge: dealing with uncertainty.

Those of us working in the health care industry know that we are in a dynamic phase that will bring ongoing changes for the next few months, if not years. With this transition comes opportunity, but it can create anxiety as well. During times like these, employees often experience a vague sense of depression or helplessness, and wonder what will happen next in their jobs. Others feel anxious about the future and the additional responsibilities they have assumed.

Many workers start asking themselves if this is just the beginning, and, "What will be next?" They often feel anxiety about the present situation and the new responsibilities of their changing job. Fear and anger and withdrawal are also typical reactions.

People can tolerate enormous

demands as long as these demands are predictable and limited to only some areas of their lives. In times like these, the stress of work changes on top of family or personal problems can be almost too much.

It is important that employees understand and accept the feelings they have, and attempt to work through the reactions. Consider the following steps:

- ☞ Figure out what is actually changing: Don't minimize the change, but don't inflate it either. Thinking about all the worst case scenarios will only lead to more anger and paralysis.

- ☞ Identify your points of continuity: Are you still reporting to the same person, or working with the same group?

- ☞ Take time out during the day: There may be times when you just need to let your feelings be. Do something every day to take care of yourself, such as

running, walking, meditating, or talking with friends. Get support from co-workers, or call the Employee Assistance Program.

- ☞ Look for creative opportunities in your job: Explore new responsibilities. Look for opportunities to learn, and give yourself credit for your own growth.

- ☞ Think in terms of a life plan: Set life goals based on the new situation.

- ☞ Remember that even those changes you want to make require going through a process of transition.

This article is provided by the Employee Assistance Program (EAP), which provides free, confidential counseling for Hospital employees and their family members. For more information or to make an appointment, call x8-5362 (638-5362).

Coming up...

January marks the celebration of National Volunteer Blood Donor Month. (See related story, page 6.) Rev. Dr. Martin Luther King Jr.'s Birthday is observed on Jan. 18.

Events to look forward to this month are:

Jan. 13 - The Hospital will honor Rev. Dr. Martin Luther King Jr. and the 1994 Black Achievers from the Medical Center during **BUMC's seventh annual Black Achievers recognition day celebration**, held in the Keefe Auditorium from 11:30 a.m. to 1:30 p.m. Anthony Campbell, PhD, director of Community Outreach School of Theology at Boston University, will be the featured speaker.

Jan. 21 - The Cancer Prevention and Control Grand Rounds topic is **"The American Tobacco Invasion of Asia: Implications for International Cancer Control,"** presented by Hospital skin oncologist Howard Koh, MD, FACP. The presentation will take place from noon until 1 p.m. in the Atrium C/D Conference Room, and lunch will be provided.

Jan. 25 - The Department of Social Work Grand Rounds topic is **"Relentless Hope: The Refusal to Grieve,"** presented by Martha Stark, MD, a faculty member of the Boston Psychoanalytic Institute. The lecture will be held

from 3:30 to 4:30 p.m. in the C/D Conference Room of the Atrium Pavilion, and refreshments will be served.

Jan. 25 - This month's Public Health Forum topic is **"Effecting Social Change Through Enlightened Maternity Care,"** presented by Ruth Watson Lubic, CNM, EdD, FAAN, a 1993 MacArthur Fellow. The presentation, sponsored by the School of Public Health, will take place from 4 to 5 p.m. in the School of Medicine (L-112). The public is urged to attend.

Jan. 26 - Free **prostate cancer screenings** are being offered to the public from 9 a.m. until noon at the Commonwealth Medical Group, 930 Commonwealth Ave. The screenings are sponsored by the BUMCH Department of Urology. Walk-in registration will take place at Commonwealth Medical Group on the day of the screenings. For more information, call BUMC Cancer HelpLink at 1-800/524-8541.

Looking ahead...

Feb. 22 - The Department of Social Work Grand Rounds topic is **"Counter-transference in Working with Substance Abusing Patients: A Tangled Web of Personal, Professional, and Societal Determinants,"** discussed by Maryann Amodeo, PhD, LICSW, director of the Boston University Alcohol and Drug Institute. The lecture will be held from 3:30 to 4:30 p.m. in the Atrium C/D Conference Room, and refreshments will be served.

Feb. 25 - The Cancer Prevention and Control Grand Rounds topic is **"What Is Quality of Life for Cancer Patients?"** and will be discussed by Jane Weeks, MD, a physician at the Dana Farber Cancer Institute. The presentation will take place between noon and 1 p.m. in the Atrium C/D Conference Room, and lunch will be provided.

Watch for BUMCH docs on WBZ-TV, starting this month

Some of the faces frequently seen around the Hospital will soon appear on television screens at home, as well.

Eleven BUMCH physicians will be appearing as expert guests on a new WBZ-TV channel 4 program series being sponsored by the Hospital. "Health Matters" is a series of 30 minute, consumer-oriented health and medical news shows, which will be broadcast on Sundays beginning Jan. 16.

BUMCH had been negotiating with MedStar Communications, Inc., the television production company located in Allentown, Pa., that produces "Health Matters," for some time, says Joannie Jaxtimer, director of marketing, communications and public relations. "We feel it is important to expose our physicians to as large an audience as possible," she says. "The agreement we reached with MedStar will give BUMCH a chance to educate a larger public, and it will enable our physicians to become recognized by name and face."

The following is a list of topics and the BUMC physicians featured on future "Health Matters" programs:

Jan. 16, 1 p.m.

"Heart Attack: A Family Affair," with Joseph Loscalzo, MD, PhD, chief of cardiology.

Jan. 23, 4:30 p.m.

"New Ways of Treating Asthma," with Helen Hollingsworth, MD, director of Asthma and Allergy Services.

March 20, 2:30 p.m.

"Cancer: Easing the Pain," with Thomas DeLaney, MD, chief of radiation oncology.

April 23, 2:30 p.m.

"Women and Healthy Hearts," with Alice Jacobs, MD, director of cardiac catheterization.

June 12, 1 p.m.

"Cancer and Women," with surgical oncologist Marianne Prout, MD, MPH, co-director of the Breast Health Center.

June 19, 1 p.m.

"New Choices in Heart Surgery," with Richard Shemin, MD, chief of cardiothoracic surgery, and Thomas Ryan, MD, former chief of cardiology.

June 26, 1:30 p.m.

"Band Aid Surgery," with Thomas LaMont, MD, chief of gastrointestinal medicine.

July 17, 2:30 p.m.

"Alzheimer's: The Family in Crisis," Janice Knoefel, MD, of the Boston VA Medical Center.

July 24, 2:30 p.m.

"Saving Your Skin," with dermatologists Howard Koh, MD, FACP, and Gary Rogers, MD, both co-directors of the Hospital's Skin Oncology Program. ■

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The deadline for *Connections* is at noon on the first Friday of each month. Story and photo suggestions should be addressed to Kathryn Jones, in care of the Office of Publication Services, Robinson 7, or call x8-8494 (638-8494). The Office of Publication Services is part of the Department of Marketing/Public Affairs, Boston University Medical Center, Joannie Jaxtimer, director. Copyright Boston University Medical Center/The University Hospital, Inc. 1994, all rights reserved. Volume 7, Number 1.

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For rent: Affordable, light housekeeping rooms available in the South End. On bus line, new construction, secure building, furnished or unfurnished. Private or semi-private baths. Call Peter at 267-5243.

Weight loss workshop: Are you an employee of BUMC or the Evans Medical Group? If you would like to attend a weekly weight management group, the Evans Weight Loss Workshop is for you. The group meets every Thursday from 12 to 1 p.m., at the Doctors Office Building (DOB-607). The cost is \$15 per

visit or \$50/month. For more information and to enroll, call Terry Ford, RN, at x8-5980 (638-5980).

For rent: Ski condominium in Sugarbush, Vt. On the mountain, four bedrooms, deck with great view. Weekend or weekly rental. Call 738-8296.

Impotents Anonymous: a support group for impotent men and their partners, discusses, in confidence, this treatable disorder with the chapter medical advisor and Hospital urologist Irwin Goldstein, MD. The group meets at the Hospital on the second Thursday of every month

at alternate locations. IA is a national support group that provides its members with facts and information about impotence. For more information, call x8-8485 (638-8485).

Need help with departmental mailings? The Huntington's Disease Society of Massachusetts, based at the Hospital, has a volunteer team of people with Huntington's disease who are happy to do mailings for departments at the Medical Center, free of charge. For more information, contact May Long, executive director, at x8-8333 (638-8333).