



The Sundial

Vol. 4, No. 4

DAVIS COMMUNITY HOSPITAL

August, 1983

Lillie Norket Chosen 1983 Dr. Frist Award Winner

Miss Lillie Norket, a well-known figure at Davis Community Hospital, was presented the coveted Dr. Thomas F. Frist Humanitarian Award on Friday, August 15, 1983. This HCA honor is bestowed upon employees who go that extra mile beyond the call of duty by demonstrating exceptional care and service to their hospital and its patients.

During the presentation, Mr. Steven Blaine, Administrator, remarked that for many years Miss Norket has been a driving force behind the quality care of the sick and injured at Davis Community Hospital. "Her careful attention to the needs of the patients and their families, her unselfish devotion to employees and the medical staff, and her quiet example of service in the community are unmatched," Blaine added.

Lillie Norket began her career at Davis Hospital in January 1926, when she was called as a private duty nurse to care for a critically ill surgical patient. She was later asked to accept the position of Head Nurse, and in 1934, Miss Norket was appointed Secretary and Treasurer, the position she now holds.

She has given many untold hours of service since that time and may be seen throughout the hospital at any hour of the day or evening, greeting patients and their families.

The hospital grounds are alive year-round with shrubs, trees, and flowers purchased and cared for with the love and gentleness of Miss Norket.

Miss Norket has given many dollars and personal items to employees in need. In the words of one employee, "She has gone the extra mile in so many ways in concern for her fellow man."

Inaugurated in 1972 to honor the founding father of HCA, the Dr. Frist Humanitarian Award distinguishes employees whose dedication and concern have helped build a better organization. Five characteristics exemplify the recipient:

- ★ It is a person who has a positive effect on other people.
- ★ It is a person who has made a significant contribution to the improvement in patient care (but not necessarily working in the area of direct patient care).
- ★ It is a person whose day-to-day performance is dependable, consistent, and people-oriented.
- ★ It is a person whose contribution may be overshadowed because of personal humility and modesty.
- ★ It is a person who has demonstrated unusual concern for the welfare and happiness of patients and has performed extraordinary acts of kindness.

The winner of this award is selected by the employees of Davis Community Hospital and will compete in the Richmond Division for the Divisional Award.

Quite incidentally, on the afternoon of the presentation, Mrs. Bertha Weston of Statesville was in the Medical Clinic for a visit to her doctor. She sat quietly in the crowd during the awards ceremony and later during the reception it was learned that Mrs. Weston taught Miss Norket in the sixth grade in Mecklenburg County.



Miss Lillie Norket receives Frist Award from Steve Blaine, Administrator.

New Board of Trustees Appointed

An organizational meeting for the new Board of Trustees for Davis Community Hospital was held Tuesday evening, August 23, 1983, in Conference Room B.

Members appointed to the board are Dr. Richard Adams, Surgeon; Dr. Fred Marks, Internist; Dr. Ralph Bentley, Pediatrician; Mr. F. Anderson Sherrill, Jr., President, Sherrill Lumber Industries; Dr. Stanley F. Sliwinski, Ophthalmologist; Mr. B. Melvin Gordon, Chairman of the Board for Gordon Indus-

tries, Inc; Mr. A. G. Campbell, retired State and Federal Pesticide and Nursery Inspector; Mr. Loren Powell, Vice-President, Troutman Industries, and Mayor of Town of Troutman; and Mr. Steven L. Blaine, Administrator, Davis Community Hospital.

The meeting was conducted by Mr. Steve Blaine, Administrator. Mr. Curtis Clayton, Vice-President, Richmond Division, HCA, was present to discuss trustee responsibilities with the newly organized group.

To a hospital family, the death of any one of its members is a great loss. The loss is greater, however, if that person has been instrumental in shaping the professional lives of hundreds of nurses and has influenced the lives of other employees as well. The recent death of Miss Elizabeth Hill is a void at Davis Community Hospital that can never be filled. A tribute to Miss Hill is given by those who knew and loved her.

Mrs. Juanita Gray

Environmental Services

"She was firm, but likeable. If you made an error, she corrected you on-the-spot. You never got a correction from her second-hand. When I first started work here at a very young age, she taught me how to bathe and care for patients. I am grateful for what she taught me."

Mrs. Juanita Nance

Receptionist, Medical Clinic

"Anyone who knew Miss Hill came away a better person."

A Tribute to Miss Hill



MISS ELIZABETH HILL

Mrs. Martha Hauser, M.S.N.

Director of Nursing

"She provided me with opportunities for growth in the nursing profession."

Mrs. Malinda Davidson, RN

Head Nurse, Pediatrics

"I admired her. I'm glad she started the Davis Hospital School of Nursing where I received my professional education."

Dr. J. R. Stewart

EENT Clinic

"I can say that she always took a personal interest in each nurse. She put quality before quantity, always. Miss Hill trained some really good nurses."

To use a remark by **Dr. Sam Holbrook** at her memorial service, "There can be no benediction to Miss Hill's life." Her example will live on in the performance of those she left behind.

Mrs. Joyce Keever, RN

INTRODUCING



J. Robert Boyd

J. Robert Boyd joined the staff of Davis Community Hospital on July 11, 1983. Mr. Boyd transferred to our hospital from Doctors Memorial Hospital, an HCA facility in Baton Rouge, Louisiana. He has been affiliated with HCA since November 5, 1978.

A native of Charlotte, North Carolina, Boyd earned an Associate of Science degree from King's Business College. He was employed by the Belk Center, Inc. for eight years and entered the hospital field in November, 1978, when he accepted the position of Assistant Business Office Manager at Henrico Doctors Hospital in Richmond, Virginia.

Radiologic Technology School Closes With 19th Graduation Class

The Davis Hospital School of Radiologic Technology closed Friday, September 2, 1983 with the graduation of its nineteenth class. The 1983 graduates were Miss Cheryl Parks, Miss Allison Copeland, both of Statesville; Mr. Joel Inman of Hiddenite, and Mr. Billy Faile of Rock Hill, S.C. Graduation was held at 7:00 p.m. Friday evening at Broad Street United Methodist Church. Dr. Ralph Bentley gave the graduation address. A reception followed in the church's fellowship hall.

The school was opened in September, 1964, and has graduated fifty students. Davis Hospital graduates have compiled a 92% pass rate on the National Registry Exam; a mark that is eight to nine percent above the national average. The staff and faculty of the school would like to extend their deepest appreciation

In August, 1980, he advanced to the position of Business Office Manager at Doctors Memorial Hospital, Baton Rouge, Louisiana, the position he held before coming to Statesville.

Robert is married to the former Deborah See of Charlotte, North Carolina. They reside on Summit Avenue in Statesville with their three children, Jody, Drew and Aaron.



Members of 19th Graduation Class - L to R: Allison Copeland, Joel Inman, and Cheryl Parks. (Not present for picture was Billy Faile)

to Mrs. Mary Jo Rogers, Radiology Department Manager, and her staff, for over twenty years of planning, teaching, and plain hard work given to the students in all nineteen classes. Without her efforts the Davis Hospital School of Radiologic Technology would not have been a reality.

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Published bimonthly for the personnel and friends of Davis Community Hospital.

United 1983 United Way Campaign

THE HCA WAY

Davis Community Hospital was again this year invited to be a part of the Pacesetters Division for the Statesville-Iredell United Way Campaign. The theme for the city wide program is "Our Community's Future Begins With Your Pledge Today," and the 1983 campaign goal was set at \$310,000. The Statesville-Iredell United Way is a citizens' organization which buys services from twenty-five agencies-services ranging from emergency rescue operation and programs for senior citizens, to scouting activities and day care.

By pledging our fair share, we help strengthen the community through United Way services that are essential to the many people they touch.

In planning this year's hospital campaign, we decided to have a little fun while we raised money for our community. A space theme was selected and we entitled our campaign "Space Adventures for a Better Tomorrow." Knowing that our employees are a caring and competitive group we formed two teams. The "Asteroids" headed by Captain Gayle Chapman, RN, and the "Space Invaders" headed by Captain

Debbie Gallagher, Nuclear Medicine Technologist. A Squad Leader was then chosen for each department and nursing unit.

The kick-off for our campaign was held Wednesday, August 10, 1983, with group meetings with Department Managers, Head Nurses, Team Captains, and Squad Leaders. Employee group meetings followed on Monday and Tuesday, August 15th and 16th. Each group had the opportunity to view a local audio / slide program produced and directed by Statesville citizens who volunteered their time for the United Way. This informative program gave each person in attendance an inside view of the local agencies supported by out gifts and pledges. Friday, September 9, 1983, will be the official end of Davis Community Hospital's Campaign.

Our dollars and pledges have never meant more to our community than this year due to the economy and federal cut-backs for some agencies. Please be generous and help us exceed our goal of \$3,200.

Jim Cline
United Way Coordinator



Team Captains Gayle Chapman (Asteroids), and Debbie Gallagher (Space Invaders) check out bulletin board at beginning of campaign.

ASTEROIDS

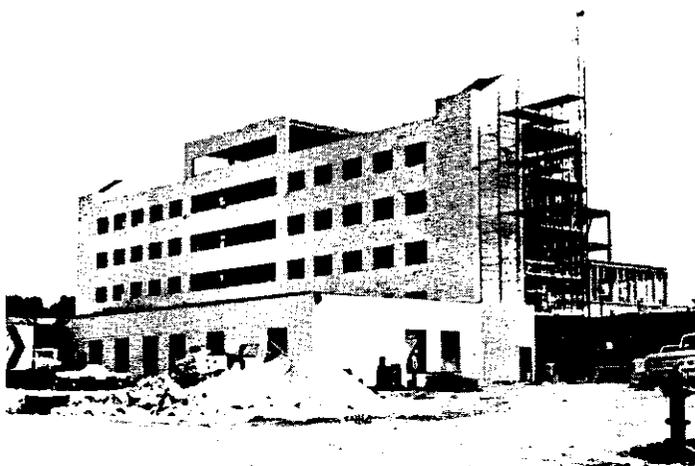
Squad Leaders

Marie Brendle	Anesthesia
Joan Harrelson	Nursing Adm.
Sue Plyler	Nursing (PRN)
Thelma Tolbert	2B
Dedra Garner	2C
Sherri Akin	E-II
Becky Keller	E-III
Joan Hall	1A
Susie Shook	1B
Jeanne Alexander	ICU/CCU
Diane England	EENT Clinic
Jan Alexander	Personnel
Patty Rowe	Pharmacy
Azalee Brown	SPD/Purchasing/CSR
Brendalyn Houpe	ECG
Anne Jensen	Social Services
Phyllis Barker	Volunteer Services/Chaplain
Kathy Moose	Staff Dev./Library
Anita Riddle	Recovery Room

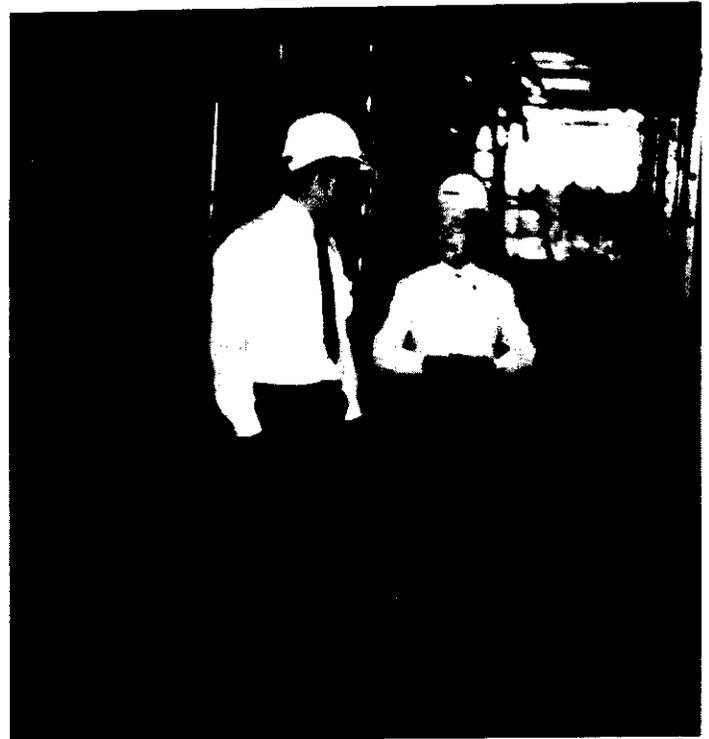
SPACE INVADERS

Squad Leaders

Denita Holland	Out Patient Surg. / Endo.
Tim Stevenson	Engineering
Robert Boyd	Business Services
Addie Taylor	Dietary
Cathy Burgess	Administration
Phyllis Cates	Communications
Carolyn Godfrey	Emergency Dept.
Debbie Gallagher	Nuclear Medicine
Mary Jo Danner	School of Nursing
Rita Hix	O.R.
Shirley Sherrill	Payroll / Accounting
Benny Bustle	Physical Therapy
Kathy Kennedy	Medical Records
Vicki Moose	Respiratory Therapy
Bera Mayes	Laundry
Joan Godfrey	Laboratory
Janis Abernathy	Env. Services
Evelyn Childress	Radiology
Juanita Nance	Medical Clinic

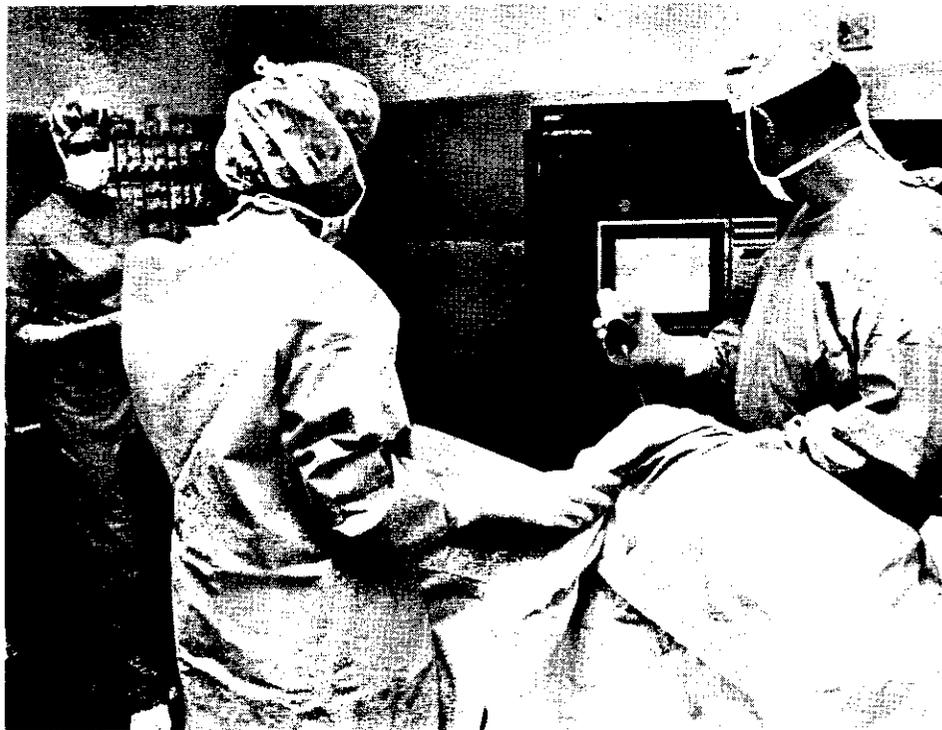


Construction of our new facility continues to progress on schedule with the outside brick work about three fourths completed. The inside walls are going up and the corridors are taking shape.



Miss Lillie Norket, 1983 Frist Award Winner, enjoyed a personal tour of the new hospital directed by Mr. Ken Guthrie, Director of Engineering.

NEW OPERATING ROOM PROCEDURE



Evelyn Troutman, RN, and Novella Miller, O.R. Head Nurse, assist Dr. Richard Adams with surgical procedure.

The Operating Room has recently updated their Arthroscopy procedure with the purchase of a Circon Camera, Monitor and the Intra-Articular System. The Arthroscope and its accessories are used to perform surgical and diagnostic procedures in the joint interiors. Most commonly used is the knee joint. The camera which attaches to the Arthroscope provides better visualization and magnification for the surgeon. Personnel in the Operating Room can anticipate the surgeons' needs by viewing the procedure on the monitor. The Intra-Articular System is intended for resecting tissue within the joint spaces by inserting a cannula through a small puncture wound.

The complete system enables the surgeon to diagnose and operate while viewing the monitor screen. For the patient, it offers early ambulation, shorter hospital stay, earlier return to daily activities, reduces post-operative discomfort and a minimum amount of scarring.

As Arthroscopy is used on a more widespread basis today, patients now have other options than the traditional open surgery.

CHAPLAIN'S CORNER

Have you ever had the uneasy feeling that something important in life is eluding you, that you want to "get somewhere" but do not know exactly where you want to go? You want to "achieve something" but is there a clear mental picture of what you want to achieve? If there is a picture or a dream within, are you focusing on it, working toward it, or are you drifting along half-heartedly, vaguely aware that the fear of failing might be stronger than the will to realize the dream?

We are told that most of us use only ten percent of the power and potential within us. Instead of utilizing our abilities we allow negative feelings about ourselves, self-depreciation, doubts and fears of failure keep us from reaching the success we want.

How can we change this pattern of living?

First, sit down and think seriously about what you want to do with your life from this moment. Set a goal (or goals) and then write it down. Writing focuses it in your mind more clearly. In as few words as possible, write how you intend to reach your goal and when you will reach it.

Now tell yourself that all the potential for reaching this goal is inside of you. Tell yourself, "I can do ANYTHING if I think I can." Believe it because it is true.

The next step is to visualize the goal as being reached. See yourself as having achieved the goal. Keep it pictured before you in your mind's eye. See this image when you awaken in the morning, as you go to sleep at night and often during the day. Let the subconscious accept it as an accomplished fact.

Believe and keep the image before you.

Then, let God be your friend and partner. He stands ready to help because he wants only good for you. It was his son who said, "Whatever you ask in prayer, believe that you receive it, and you will." Positive imaging is a form of prayer and faith. Believe that you have already received your goal by imaging and you will have it (in the future).

Try it! May it be a challenge to higher heights and loftier goals!

Phyllis Barker, Chaplain



Mrs. Phyllis Barker, Director of Volunteers, plays the role of the patient while Mrs. Peggy Newton, Volunteer, demonstrates proper technique in patient feeding.



Mrs. Maxine Harbin, Volunteer, assists patient. Volunteer Lee Anne Bustle, from wheelchair.

Inservice For Volunteers

"Informative and fun," was a good description for the two hour class recently held for Volunteers. The participants were divided into groups. Joyce Keever, RN, Staff Development Coordinator, instructed a group in "Transporting Patients" while Jan Alexander, RN, instructed another group in "Feeding Patients." Both groups had training and demonstrations in each subject then practiced what they had learned. Their practical experience in "Feeding Patients" was to feed each other a meal of ice cream, cookies and coke. The "Patients enjoyed their special treat immensely.

On July 13, another class was conducted by Joyce Keever, RN, in the Volunteer's responsibilities in "Admitting and Discharging Patients." Along with this instruction was a discussion on understanding the behavior and mental outlook of the sick. Role playing was also a part of the session.

Volunteers came with enthusiasm and left with even more after these two experiences. Both classes were helpful in giving new information or reviewing facts already known.

The classes were the beginning steps in building new interest in expanding the services of our volunteers. Hospital staff members are increasingly using the volunteers and are asking for specific services. Our goal is to recruit and train more persons. The "Sunshine Ladies and Gentlemen" along with the "Volunteers" have much to offer in the life and work of Davis Community Hospital.

We want to put forth a special effort in recruitment of new volunteers, particularly through referrals. If you know of persons whom you believe would make good volunteers, please contact Mrs. Barker in the Volunteer office.

"I Heard It Through The Grapevine"

In every health care facility there are two types of communication - the formal type which administration utilizes to convey information to the hospital staff - and the informal type, commonly known as the "grapevine."

The "grapevine" term arose during the time of the Civil War when telegraph lines were strung with flimsy lines between the trees, much resembling a tangling grapevine. Sometimes the messages got garbled and misinterpreted along the way and any rumor was said to come from the "grapevine."

Informal communication flows are very useful if properly managed in the hospital setting. In nursing, the informal give and take information exchange is utilized every day for relating patient care needs

and unit coordination. The grapevine can be utilized as a rich source of information about performance, ideas, feelings, and attitudes toward change for the people of the organization. Because of the potential usefulness and constant existence of the grapevine, health care managers should try to understand informal communication and use it to an advantage.

On the other hand, informal communication flows can be misused. When personal prejudice or envy is promoted through a grapevine rumor, hostility, vicious gossip and dissension become prevalent among the people of the organization.

In summary, informal communication is present in every organization and has the potential for being either good or bad for effectiveness. Part of our job as hospital managers is to use the grapevine advantageously to achieve our overall organizational objectives.

Denita Holland, RN, H.N. Outpatient Surgery

ON THE SPORTS SCENE

Ladies' Softball Season Ends

On Friday, July 29, the Ladies' Softball team met for dinner at Fat Boy's Restaurant.

Mike Scruggs and Doug Cranford, coaches, presented four awards that had been selected by members of the team.

Carolyn Byers from the Patient Accounting Department received the "Most Improved Player Award." During the entire season Carolyn astounded everyone with her improved batting skills and diligence as an outfielder. The "Most Hustle Award" was given to Debbie Gallagher, Nuclear Medicine, who managed to keep up the spirit and enthusiasm regardless of the game scores or 98° temperatures. Jan Harris, a student at West Iredell High School, was awarded the "Most Valuable Player Award" for consistently being at the right place at the right time throughout the season.

The most coveted award of the evening was presented to Marilyn Speaks, Supervisor for Insurance Services. Marilyn was selected by the coaches as the player who was always there, always smiling, always willing, and always giving 150% of her talents. Marilyn was selected to receive the "Coaches' Choice Award" for being an ideal team member.

The team players gave each coach a personalized tee-shirt to show their appreciation for all the time, effort, friendship, and support they have devoted to the team. The shirts were printed with "We love you, Coach" in addition to each girl's name. A cake, baked and decorated by Marilyn Speaks, was also presented to the coaches.

It was a wonderful season of good exercise, getting to know one another, and lasting friendships.



(L to R) Earline Hughes, RN; Dr. Durham Lewis; Shirley Campbell, RN; Iva Lee King, RN; and Joann (Jody) Harris, RN.

Virginia Plan Completed

Twenty-one Nursing staff members of Davis Community Hospital received pins on behalf of the March of Dimes upon completion of the Virginia Plan on August 3, 1983. The program is a self instructional perinatal course designed to refresh and update knowledge and skills needed to care for sick, as well as normal newborn infants.

A health care team consisting of Dr. Durham Lewis, Jr., Shirley Campbell, RN, Earline Hughes, RN, and Bill Blakely, Respiratory Therapist, attended a two week training session at North Carolina Baptist Hospital to act as preceptors for this course which is an outreach program from Bowman Gray School of Medicine and is sponsored by the March of Dimes.

Those receiving pins were: Raenelle Pevette, RN, Sara Shook, RN, Susan Greene, RN, Shirely Campbell, RN, Diana Anthony, RN, Doris Weaver, RN, Norma Forrest, RN, Anderson Rash, LPN, Eula McLelland, LPN, Johnnie Sherrill, NA, Joy Stegall, LPN, Patricia Jordan, RN, Jane Ward, RN, Earline Hughes, RN, Joann Harris, RN, Helen Grant, RN, Sue Plyler, RN, Iva Lee King, RN, Rhonda Burrell, RN, Loretta Jean Benfield, RN and Sophie Jacobson, RN.

Dr. Durham Lewis and Mrs. Earline Hughes, RN, presented the pins to the participants.

HELPFUL HINT

To whiten uniforms - Dissolve 1/2 cup automatic dishwashing powder with 1/2 cup Clorox bleach in two gallons hot water. Let solution cool for awhile and then soak garment for 30-45 minutes before washing. Repeat occasionally to keep garment white.

People In The News

KEN OVERCASH, microbiologist, and BOBBY HONEYCUTT, M.T., attended a seminar on "Methods and Special Medical Bacteriology" in Greensboro, N.C., July 18-22.

ANNA SHAW, Histologist, attended the 1983 Symposium Convention for Region III of the National Society for Histotechnology. The meeting was held in Greensboro, N.C., August 18-20.

Scoops

JIM HUTCHINS, CRNA, and his wife Celest now have daughter number two, Alison Leigh, born July 14, 1983.

Congratulations to SUSAN MADISON, RN, and husband Tony, on the birth of a son, Andrew Caldwell, born August 12, 1983.

Congratulations to CAROLYN BOWIE, Acting Food Service Director, who became the bride of Homer Snow, on Friday, August 26, 1983.



It's rumored that JOAN GODFREY (Pathology) has found another unusual way to dry her laundry. At least that's what her close friends say!

DEBBIE GALLAGHER represented Davis Community Hospital Ladies Softball team in the recreation department's Softball Queen Competition.

DR. JOSEPH VOGEL, Pathologist, and his wife, Dr. Janet Szabo, proudly announce the birth of a daughter, Rachel Elizabeth, on July 10, 1983.