

Supt's Corner



The courtesy and friendliness with which patients and visitors are received at Duke Hospital has long been a source of pride to all of us. This is all the more remarkable when you consider the number of people involved in a hospital our size.

The Hospital Auxiliary has added greatly to our atmosphere of personal warmth in the last few years and has opened our eyes to the possibilities of developing a more general attitude of personal interest in the convenience and comfort of visitors.

It seems to me that we need some medium for recognizing staff and employees who go out of their way to make people feel welcome and at home here. At the same time we need to spend more time thinking about how to promote continuous friendly and helpful attitudes among all of our employees.

We are organizing a representative committee to work on these two objectives, but the committee will be grateful for any and all suggestions for a "Courtesy Citation" program which would be fair to everyone, as well as ideas on how best to start a "Welcome to Duke Hospital" campaign.

Maybe we should start with a suggestion contest!—what do you think?

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Her Heart and Life Centered in the Hospital

Wherever you meet Miss Henrietta Fagan—whether at her desk in the Minot reception room, one of the wards or a downtown store—you can be sure she's doing something to help somebody.

That "something" could be a long distance phone call to a patient's minister, visiting a mother who has lost a child or shopping for things a patient needs or gifts Miss Fagan buys herself.

Or a hundred other ways in which Miss Fagan, as secretary to Dr. Russell Dicks, Hospital chaplain, helps patients and visitors. Her work—to her it is an avocation, not simply a job—takes her all over the Hospital or, as she put it in an interview, "wherever I feel people need to be cheered." Her work as the chaplain's contact in the Hospital is entirely non-denominational, she emphasized.

One of the original Hospital employees, Miss Fagan came to Duke in May, 1930. She is a graduate of the Woman's College of the University of North Carolina at Greensboro and a Norfolk business college, and is a native of Edenton.

"Mr. Winston, the first superintendent, asked me to come to work at Duke, and I started before the Hospital was entirely organized," she said. After doing secretarial work "for as many as four or five doctors at once" Miss Fagan had charge of the dictaphone room and also taught the girls medical terms. The four or five girls who worked under her were frequently called to substitute for vacationing and ill employees, and eventually the central dictaphone room was disbanded for the individual secretary system, she recalled.

About 15 years ago, Prof. F. S. Aldridge was appointed to the chaplain's post, and Miss Fagan began her present work, continuing after Prof. Aldridge's death and Dr. Dick's appointment.

At her desk Miss Fagan keeps a list of patients for the ministers of Durham and also contacts clergymen

here and from out of town upon a patient's request. In addition to doing errands for patients and visitors, she forwards mail for discharged patients, distributes religious pamphlets and books and maintains a small library which was donated some years ago by a patient. At Easter and other holidays, patients who need cheering up are apt to find small favors which the thoughtful woman has purchased.

No clockwatcher, Miss Fagan may find herself on a late bus going to her home on Gloria Avenue, but she also finds time to busy herself with her own church work for St. Philip's Episcopal Church.

One of the most tangible results of her work for Duke is evident in the many letters of appreciation she receives from people she's met—and helped in some way.

Those letters have come from state officials, from cabinet officers, from ward patients. They speak best for Miss Fagan's own attitude for her "heart and life are centered in the hospital."

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Tillie Holleman Mosley (Mrs. Vince), Class of '34, of Charleston, S. C., has been named Charleston's Woman of the Year. In addition to her many social and civic contributions, Tillie finds time to mother her brood of five adopted children. Congratulations, Tillie and Vince! Vince, '37, is professor of medicine at the Medical College of South Carolina.

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E. S. Raper recently was guest speaker for a meeting of the Durham Chapter of the North Carolina Secretaries Association. The rules for developing courtesy, featured this month in *InterCom* were from his speech, which will be reprinted in the Secretaries national magazine.

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Ross Porter was a guest of the Tennessee Hospitals Association May 19-20, where he gave two talks on the subjects, "Taipei-Formosa" and "What the Woman's Auxiliary Means to My Hospital."