

## Supt's Corner



By Charles H. Frenzel

Since this is my initial visit to the Superintendent's Corner, it seems appropriate that I share with you some of my thoughts about and ambitions for Duke Hospital.

One fact, of which I am acutely aware, is that I cannot adequately perform my function as Superintendent without the cooperation, support, and special skills of every member of our fine organization.

I look forward eagerly to working with all of you toward our obvious goal: making Duke Hospital the finest institution that our cooperative efforts can achieve.

It is apparent, that, if we are to reach this goal, each of us must develop his specific skills to an individual and combined peak of effectiveness. Even having accomplished this, however, we would still be far short of our objective. It is only with courtesy, understanding, warmth and a ready smile that we can truly fulfill our purpose. Patient care must be accomplished not only with the head, but with the heart.

Duke Hospital, in the eyes of our patient, is not a building; it is not an organization; it is each and every one of us with whom the patient has contact. It is my sincere hope that we can grow in friendliness and willingness to serve in the same way that we have grown in size and prestige. This may seem incongruous, but these characteristics are the potential of individuals and as such are unaffected by size and importance.

The true measure of our achievement can only be the well-being and satisfaction of our patients.

## Disaster Plan Rehearsal Staged

The Duke Medical Center's Disaster Plan was put through a pre-arranged rehearsal on September 19. The call to disaster stations was announced over the Hospital loud-speakers. The Emergency Room received 76 wounded, and 14 "anxious relatives" required attention.

The Committee on Medical Education for National Defense (MEND), with representation from each Medical Center department, has over-all charge of the plan. Dr. Bernard Fetter directed the Disaster Control, and Mr. Louis Swanson the Administrative Control for the rehearsal. Not designed for use solely in atomic disaster, the plan would be put into operation in natural disasters as well—tornado, fire, hurricane. The effectiveness of such a plan was demonstrated some months ago in the Mt. Airy school fire. Casualties from the fire were removed to Baptist Hospital in Winston-Salem which had a working disaster plan and was able to handle the casualties in good order. Emphasizing further the importance of such planning is the fact that the Joint Commission on Accreditation of Hospitals requires a working and tested disaster plan.

The Durham Police Department observed traffic control problems during the rehearsal. Observers from the MEND Committee, the University, and the Civil Defense Office checked the efficiency of the plan. The rehearsal is now being evaluated, and the problem of possible panic among in-patients is being studied. It is anticipated that a surprise test will be held in the spring. When the plan has been fully tested, it will be integrated with the Durham County Civil Defense Program.

## What People Are Saying

From a member of the University Faculty:

After the close of school I entered Duke Hospital for surgery. It was my first opportunity to fully appreciate our wonderful hospital and its dedicated staff. . . . Although I have been proud of Duke Hospital for many years I had not realized its many areas of superiority. We are most fortunate to have for our students, ourselves, and the public at large such superior resources which give us a great advantage over other universities.

From a Research Fellow from Madras, India:

Although I was unfortunate in getting sick while I was away from my home country, I should consider myself as fortunate enough in having been treated at the best place like the Duke Hospital, where you, other doctors, and the staff of Halsted looked after me with the utmost affection and kindness while I was in bed. Probably, the attention shown towards me excels the one which I could have from the best relatives of mine!

From the mother of a young patient:

During this week my little daughter has been a patient on Reed and I have been staying with her, getting guest trays. The food has been simply delicious! . . . It's remarkable that you can pay attention to so many small details such as sauces when you are preparing food in such quantities. I liked everything!

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