

Supt's Corner



By Charles H. Frenzel

Operation Foresight is now history. The Disaster Plan Rehearsal on March 13th demonstrated effectively two things: that practice brings improvements (this rehearsal was much better than the exercise last fall), and that we must make further improvements if we are to be ready for a real disaster when it comes.

Unfortunately, it is inevitable that we will be faced with a mass casualty situation; it is merely a question of when. In observing the various disaster plan activities last month, I was impressed with the efficiency and seriousness of the Civil Defense and Hospital Staffs as they performed their functions. It is quite evident that many considered this Rehearsal for Disaster a serious business and that there is a general awareness that we must rehearse our roles if we are to be ready.

Many may be concerned over the obvious shortcomings of the exercise but we must keep in mind that in a rehearsal the entire program is accelerated and that it is extremely difficult to simulate reality in many activities. Each disaster test will correct a few more weaknesses and bring us a little closer to an effective plan. I am convinced that the Medical Center staff will quickly and adequately adjust as the need arises and that familiarity with a sound basic plan will serve us in good stead when coping with the stress of mass casualties.

The fine cooperation between the Durham County Civil Defense Organization, the Durham City Police, and the Medical Center showed how well the various disaster agencies can work together in time of community misfortune.

There still remains to be seen how well we will handle a surprise test.

What People Are Saying

From Rock Hill, South Carolina:

I would like to extend our sincere appreciation for the wonderful way we were treated while we were at Duke with our child and although we lost him, I know that he did have the best medical attention possible.

An Asheville, North Carolina, physician paid a personal visit to say that:

he was very impressed with the cordiality and good-will that he found here at the hospital.

From the family of a patient from Faison, North Carolina:

Your Reverend Parrish, one of the Hospital Chaplains, was more helpful to our family yesterday than words can express. We would like to help promote this kind of service.

From Greenville, North Carolina:

Being an alumnus of Duke, I have been conscious of remarks which were made in my presence by former patients of the hospital as to the very formal and often cold treatment they had received. In my previous trips to the hospital, I too felt that more warmth could have been shown, but I realized that you were very busy and businesslike folks doing a very good, though routine, job. However, on my last visit as a patient from December 27th to December 30th, I noticed a very definite change. All personnel and staff were most friendly and warm and no impression was left that I was only a number. I want to congratulate everyone responsible for causing this change.

From a patient's daughter:

Dear Sir or Mrs. or Miss. Just a few lines to let you all hear from us. Me an mother is at home an you all have daddy in your hospital. So take good care of him. Please do an send him back well again. Home is lonesome here with daddy gone up there. . . . May God Bless you all untill we meet again. tell my daddy hello.

Mrs. Esther Johnson Named Outstanding Employee

Mrs. Esther Johnson, maid-escort in the Physical Therapy Department, has been selected as this issue's Outstanding Employee of the Month.

Mrs. Johnson is the second person singled out by the recently inaugurated Employee Recognition Program, designed to recognize those employees who are superior in job performance, relationships with patients, visitors and other employees, and in over-all attitude.

Those who recommended Mrs. Johnson stated that she is "gracious, courteous, considerate, intelligent, always cheerful and pleasant;" "always willing to contribute more than required;" "the Physical Therapy Department, indeed the hospital, is most fortunate to have such a loyal employee, one who so well represents the institution in all her contacts."

This month's Outstanding Employee was born in West Hartford, Connecticut, and was educated in the public schools of that city. She attended Howard University in Washington, D. C. Her first job in the hospital, commencing in 1945 and lasting about one year, was in the Housekeeping

(Continued on page 8)



Mrs. Esther Johnson