

## Supt's Corner



By Charles Frenzel

The rapid progress of medical science in the past two decades has created an extremely complex organization, the modern hospital. From the low-cost domiciliary institutions of the early thirties, hospitals have become the costly multi-disciplined organizations of today.

These organizations developed a demand for a new type of management, a management sound in basic business concepts but specialized in the peculiarities of hospital operation. Thus a new profession was born, Hospital Administration.

To train men in this new specialty, post graduate programs were begun in all parts of the United States and Canada. There are now 18 nationally recognized graduate programs in Hospital Administration; 17 of these confer a Master's degree upon their graduates. Duke University, one of the earliest programs, still awards a certificate upon completion of the two year program. A description of the Duke Program is featured in this issue of INTERCOM. There is still a considerable amount of experimentation going on in the programs to determine the most effective method of selecting and training men for entrance into the field.

The demand for graduates of the programs far exceeds the supply. It has been estimated by the Commission on University Education in Hospital Administration that there is an annual average of 602 opportunities for administrative positions. The programs graduate less than half this number each year. In the southern states the difference between positions and graduates is even more alarming. Two thousand three hundred hospitals in the south provide some 200 annual

employment opportunities for professionally qualified administrators. The three programs in this area will graduate only 25 men next year.

The Duke Program in Hospital Administration today is facing a tremendous challenge: to provide adequately trained men in sufficient numbers. Although we have produced graduates whose achievements have contributed significantly to the hospital administration field, we face the fact that the demand for well-trained graduates is greater than we are able to meet. How the Duke program will meet this challenge is one of the major problems in the immediate future.

## What People Are Saying

From New Bern, North Carolina:

The friendly co-operative attitude of the doctors was such that I felt as if I was the only patient that was in the hospital. This is very conducive to a patient's well being and care.

I had on the ward while there, seven student nurses who were from homes reaching from Florida to Maryland and Ohio. I feel that the hospital should be very pleased with students of their caliber, for they are doing a great job of helping the patients both mentally and physically.

From a Duke faculty member:

Having recently spent more than six weeks in Hanes and Drake wards—a not inconsiderable period, I am happy to be able to compliment Duke Hospital on the nurses and staffs of those wards, as well as several dietitians with whom I had dealings. The attitude of everyone was extremely pleasant and cheerful, and they were uniformly kind to me, although I was not sick enough to be a particularly docile patient.

I would beg to make only one adverse comment, and that is that there is far too much noise in the corridors. No one seems to make any effort to keep it down—loud talking, hand-trucks rolling, and the abominable

call-boxes, such as that midway down the corridor on Hanes squawking incessantly far into the evening.

From Durham:

I wish to thank you and your staff on behalf of my family and myself for the courtesy shown us on our recent visit. This visit changed our outlook on the efficiency of Duke in handling patients. Even though there was nothing that could be done to relieve the pain of my mother, we are satisfied that we did the right thing in letting your doctors examine her. We were very impressed with how courteous and thorough your physicians are.

Duke Hospital should be proud to have such capable and understanding people working for them as we met on our visit to the Surgical Private Diagnostic Clinic. My family and I are most grateful.

## Mrs. Marva Terry Outstanding Employee

Mrs. Marva Terry, secretary to Miss Lelia Clark, Director of Nursing Service, has been selected this issue's Outstanding Employee of the Month.

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Mrs. Marva Terry