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## FROM THE DESK OF ...DEAN ANLYAN

Taking care of the sick has changed significantly in the past one hundred years. For the most part, patients were taken care of in their home, with occasional visits by the physician and under the constant vigilance of a responsible member of the family - usually the mother or the grandmother. The hospital was a place to go to die and not to get well.

Today, a modern university such as Duke Medical Center displays the changes that have evolved in the care of the sick. The patient comes to us with the full expectation of getting well. He or she is taken care of by a *team* of health professionals - everyone working in the Medical Center is a vital part of the *team*. Like a chain, the success of the *team* effort lies in the strength of each and every link. The physician and the nurse may lead the *team*, but the ultimate success of curing or improving a patient's condition is equally dependent on the efforts of the allied health professionals, the administrative staff, housekeeping, dietetics - all of us.

Sometimes despite the very best of efforts professionally, the weak link may be in the way we say a word or the way in which we do something to a patient, so that despite the very best care in the world, the patient goes away dissatisfied! Our public relations starts with the telephone operators when the patient or the referring doctor calls in and the secretary in the clinic or the doctor's office who accepts the call - a gentle, sympathetic and understanding voice conveying the feeling of "yes, we are here to help you" goes a long way in projecting the true image of Duke. The other end of the hospitalization is equally important - the presentation and discussion of the hospital bill by the administrative staff and the help from the orderly in getting into the car with all the belongings for the departure.

I know that it is hard to bat a perfect 1,000 in dealing with a diverse public - however, I earnestly hope that each one of you, the members of the *team*, will join me in striving for, an A for effort. Duke Medical Center's reputation has been built on service to the public. In the years ahead let us share together this important responsibility.

MERRY CHRISTMAS AND A HAPPY NEW YEAR!...Dean Anlyan

## PROFESSIONAL NEWS

Dr. Donald J. Stedman has been promoted to associate professor of medical psychology in the Dept. of Psychiatry, effective Jan. 1. Dr. Dale T. Johnson was appointed asst. prof. of medical psychology in the Dept. of Psychiatry. Dr. Hiroshi Nagaya has been promoted to asst. prof. of medicine, effective Jan. 1. Dr. William Wen-Kwai Zung has been promoted to asst. prof. of psychiatry. Mr. J.W. Anderson, CPA, Asst. Director of Fin. Oper., was appointed by the US Public Health Service as a member of a site visit team to discuss a proposal for a shared-computer operation by a group of hospitals in Denver, Colo. Mr. John Cahoon has been named Director of Education, Research and Development in Radiological Technology. Mrs. Margretta M. Styles has been appointed to Associate Professor of Nursing and Director of Undergraduate Studies in the School of Nursing.

Dr. Frank Clippinger presented paper in Miami Nov. 11-12 on the management of severe injuries by emergency room personnel, general practitioners and other physicians who are essential to the care of highway casualties. This was under the auspices of the American College of Surgeons. Dr. Goldner and Dr. Bassett attended the meeting of the Southern Medical Association in Miami, Fla., Nov. 12-16, as participants in the Orthopaedic Section. Dr. Bassett and Dr. Robert Lincoln presented a paper on alterations of bone growth and vascular problems. Dr. Goldner discussed a paper concerned with congenital foot deformities. Dr. A.C. Chandler presented a paper entitled "Viruses, Viability and Vision, at the Brooklyn Academy of Pediatrics in Brooklyn, N.Y. on Nov. 15. Dr. Lenox D. Baker spoke at a testimonial dinner and program on Nov. 18 in Baltimore, honoring Dr. Winthrop M. Phelps, and sponsored by United Cerebral Palsy of Greater Baltimore.

Dr. H.A. Ferrari, Assistant Professor Anesthesiology, was visiting lecturer at Brazilian Congress of Anesthesiology in Porto Alegre, Brazil Nov. 14-18, Latin American Congress of Anesthesiology in Buenos Aires, Argentina Nov. 20-25, Pan American Medical Association Meeting in Buenos Aires, Argentina, Nov. 27-Dec. 2. Dr. Ferrari spoke about a new method of anesthesia called neuroleptanalgesia, with which he has gained experience during the last four years and contributed to clarify the action of this new technique upon the respiratory and circulatory systems. Before leaving for Brazil, Dr. Ferrari presented a paper at the Southern Medical Association Meeting on Nov. 13, on variations of arterial blood flow before, during and after neuroleptanalgesia.

Dr. Galen M. Quinn recently presented a two-day seminar for the Tennessee State Dental Association in Cookeville, Tenn., a paper on a Newly Developed Articulator to the Southern Society of Orthodontists in Mexico City and a program on cleft lip/palate treatment for the Amer. Dental Assoc. Meeting in Washington, D.C. Bert R. Titus, Asst. Prof. and Director of the Dept. of Prosthetics and Orthotics, will visit Yugoslavia on a mission for the US Dept. of Health, Education and Welfare. Dr. Charles E. Llewellyn Jr., Dept. of Psychiatry, and Dr. Edward Norman, Dept. of Tropical Medicine and Public Health, Tulane Univ. Medical Center, will be directors of the Duke Univ. Study Group of the Inter-University Forum for Educators in Community Psychiatry which is sponsored by a grant from the National Institute of Mental Health.