

Robinson Announces Survey Report

Employee Opinions To Guide Improvements

"We asked our employees for their candid opinions. They gave them to us, and we're going to act on them."

With that summary, Dr. R.R. Robinson, associate vice president for health affairs and the hospital's chief executive officer, this week announced receipt of a report on the Employee Survey which was conducted during more than 50 sessions throughout the medical campus from March 5-12.

A report of the survey, conducted by the National Survey Research Center of Cleveland, is printed on Page 3.

Varied Views

"I am very pleased that so many of our employees participated in the survey," Robinson said. "They gave us varied views of our institution that will be most helpful.

"We will use this survey," he added, "as an important guide in modifying existing policies and practices where needed as well as developing new programs.

"I am proud of our past achievements," Robinson said, "but no institution can be satisfied with yesterday's accomplishments alone. This survey indicates that we have some definite areas for improvement

and we welcome the opportunity this provides to attack them."

General Categories

The survey questionnaire had five general categories:

- I. General satisfaction
- II. Rating of medical center on specific features
- III. Job evaluation
- IV. Management and supervision
- V. Suggestions

The survey showed that employees believe the medical center does a poor job in keeping them informed about what is going on here and that there's a need for improvement in the handling of

employees' complaints and grievances.

Overall, however, most people reported that they liked their jobs and that they enjoyed working at the medical center.

Opportunity to Understand

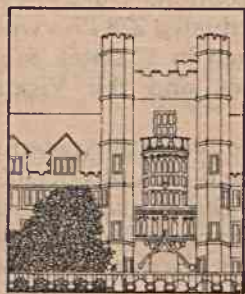
"The survey gives us an opportunity not only to understand some of the feelings and needs of employees," Robinson said, "but it also points out areas where misunderstanding has occurred because of faulty communication."

Some of the problems can be solved rather quickly and easily, he

said, and employees can expect to see some activity and results very soon.

"For example," he said, "I have appointed a task force to work immediately on improving our communication process, and this is an area where our action will show some immediate results."

"Others," Robinson said, "are far more complex and will take us longer to deal with. We are paying particular attention to the questions which asked employees to make suggestions since these are the things they feel are most important."



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ARTS AND CRAFTS—Counselor Tricia Purcell helps a student in one part of the recreational program during Duke's annual six-week Speech and Hearing Camp, which ended last Friday. Sixty children from 8-18 came from all over the state, referred by school personnel, physicians and therapists. The program is a blend of therapy related to each child's particular problems and normal camp activities. See Page 4 for another photo.

Liggett Pledges Funds for Pediatric Unit

Liggett Group, Inc., a Durham-based corporation that manufactures tobacco products, spirits and wines, pet foods, household goods and other consumer items, has pledged \$300,000 toward construction of the Pediatric Intensive Care Unit at Duke Hospital North.

Announcement of the gift came today from Dr. William G. Anlyan, vice president for health affairs at Duke.

Anlyan said the funds would go toward building and equipping the new 40-bed unit scheduled for occupancy in April, 1979, when Duke North, a new hospital now under construction, is completed.

Critically Ill Children

Dr. Samuel L. Katz, chairman of the Department of Pediatrics, said the facility will provide treatment for a variety of critically ill infants and children, all of whom require special types of monitoring and close

support from physicians and nurses.

"These may be newborn infants with immature lungs or heart malformations, for example," he said, "or children with overwhelming infections, sudden neurological problems or those who have had major surgery."

Of the 40 planned beds, Katz said approximately 24 will be for infants up to the first three months of life, while the remaining 16 beds will be tentatively reserved for older children.

Sophisticated equipment on the unit will provide continuous monitoring of such vital signs as respiration, arterial and venous pressure, pulse, kidney function, temperature, pressure within the skull and heart rhythm.

Computerized Alarms

Computerized alarms will be linked to much of the equipment to alert the staff to changes in a sick child's condition.

"As more and more advances are made in the diagnosis and treatment of the complicated diseases to which children are subject, this kind of intensive care unit becomes an absolute necessity for major medical centers like Duke where the most challenging patients are referred," Katz said.

"Without the generosity of organizations such as Liggett Group, its construction would be impossible because there are no state or federal funds going into it," he said. "We believe our unit should be one of the finest installations of its kind anywhere in the country."

Katz added that Liggett Group has established itself as one of the strongest supporters of research and treatment of childhood illnesses at the medical center and cited its co-sponsorship of the annual Duke Children's Classic golf tournament as an example.

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Physiology, Pharmacology Become Two Departments

The Department of Physiology and Pharmacology at the medical center has been divided into independent departments of physiology and pharmacology, and two Duke faculty members have been named to head them.

Dr. Edward A. Johnson, professor of physiology and chief of the cardiac cellular physiology laboratory, is the new chairman of the Department of Physiology.

Dr. Norman Kirshner, professor of biochemistry and experimental surgery, has been appointed chairman of the Department of Pharmacology.

In their new positions, they succeed Dr. Daniel C. Tosteson who

resigned as head of the combined department in 1975 to become dean of medicine at the University of Chicago and who subsequently went to the deanship at Harvard Medical School.

Dr. John V. Salzano, professor of physiology, had served as acting chairman since Tosteson's departure.

Announcement of the appointments came from Dr. Frederic N. Cleveland, university provost.

Physiology

Johnson, 50, is a native of Sheffield, England. He received bachelor of medicine and surgery degrees from the University of

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DR. EDWARD A. JOHNSON



DR. NORMAN KIRSHNER