



Top Hospital/CEO: "With Honors"

EDITORIAL

After such an eventful 1993, we never thought we could swing into such an eventful spring. But one day Linda Chin whispered to me: "I've nominated John for the American Hospital Association's (AHA) CEO Award and it looks good!" I knew we were headed for another unbeatable year of recognition, continued excitement over the new building, controversy over the Needle Exchange program, more successful launches of innovative programs like the Birth Center, media galore, and days zooming by at a Nascar driver's pace.

Well, John did win the award, and mentioned that it was flattering, humbling, and a little bit embarrassing to receive this distinction. The award, he says, is a verification of the shared vision of the entire Hospital community, which he will certainly recognize when he accepts the award at the end of April in Phoenix.

On International Women's Day, March 8, TCH went for another first—its first women's health gathering/celebration of this wonderful holiday. When Judith Herman, M.D., spoke, she commented on how delighted she was to see TCH celebrate a holiday that other countries take pride in, but ours has been slow to follow suit.

I had the pleasure of doing my first project with Nancy Ryan, a woman without whom Cambridge would not be the same. Nancy is the Head of Cambridge's Women's Commission, and coordinating this event with her was truly a pleasure. Only a few of our programs could be represented at this event but we hope to have more like it since it went over so well. Women from the area's leading activist organizations were invited. Vice Mayor Sheila Russell read a proclamation congratulating TCH. New city councillors Kathleen Born and Katherine Triantafillou were also in attendance.

More great news came when we heard that David Bor, M.D., was unanimously elected the Chief of Medicine by Harvard Medical School's search committee. Ranked among the highest of the many qualifications that earned him this honor was undoubtedly the



Recently crowned Chief of Medicine, David Bor, M.D., and CEO of the Year, John G. O'Brien (also in photo: Governing Board Chair, Richard deFilippi - left).

love and support that he has from his colleagues and friends here at the Hospital.

Another story of success in aiding the community developed as the cast members of the film "With Honors," including Joe Pesci, autographed hospital clothing to be raffled off, with the proceeds to benefit the Healthcare for the Homeless Program. The screening of the film with the cast was held on Sunday April 17 at the Loew's Harvard Square Theater. Tom Workman, M.D., and Dana Hersey from Channel 38 were infallible as the emcees at this exciting event.

We had a great time and enjoyed the visibility in the media in *The Cambridge Chronicle*, the *Boston Herald* from Channel 5's Dixie Watley. The Hollywood excitement flew through the hospital, and Katie Pellett, RNP, of the Healthcare for the Homeless, and Dr. Matt Kauffman, who actually used to care for the homeless man the movie is based on, both attended to show their support and excitement about the event.

We raised nearly \$500 between the movie and hospital raffle for the clothes! In true Hollywood fashion, The Cambridge Hospital scene was reduced to a thirty second shot where an African American women doctor was shown wearing a Cambridge Hospital jacket and badge. Yet, that was enough to stir up the "With Honors" craze in the community and the hospital. The event was fun and a great success for the Healthcare for the Homeless Program.

New Program Announcements

The Cambridge Hospital Day Care Program *By Mark Sorensen, Kristen Fitzgerald and Jessica Perez-Rossello*

The Cambridge Hospital is pleased to offer child care services for hospital employees at Children's Day Care Center of Cambridge. The Hospital is working in partnership with the Associated Day Care services, New England's oldest and largest non-profit child care organization. Hospital Administrator, John G. O'Brien, said, "The Cambridge Hospital is proud to have formed this partnership with Associated Day Care Services because our organizations share a mission to effectively serve the people in the community."

Children's Day Care Center, which has a long-standing history of service in the Cambridge Community, provides multicultural, multilingual early care and education and is one of six Cambridge programs to be accredited by the National Academy of Early Childhood Programs. This is the highest standard that can be attained by a child care program in the U.S. The center works closely with Cambridge Public Schools on an early literacy program entitled Literacy Curriculum Connections, as well as on a program that mainstreams special needs children. The Center is located in a brand new facility, which is conveniently located near The Cambridge Hospital. While still in the construction phase, the program was featured on CBS Evening News as a great example of the future in child care center design.

The programs are staffed by qualified, well-trained, and committed teachers, as well as a licensed, independent social worker. The program respects the diversity of its children and families in a stimulating, nurturing environment.

Child care is available for Infants, Toddlers and Preschoolers, and hours of operation are Monday to Fridays 6:30 a.m. - 6:00 p.m. Subsidies are available for employees with a combined family income of under \$70,000. The Hospital will also offer a 10% sibling discount for families participating in the scholarship program.

To learn more about the Children's Day Care Center of Cambridge, contact Katherine Rowell, the director of the program at (617) 492-3935.

➔ *This piece was written as a part of a Bentley Service Learning Project. As a result of their aggressive research and work, the child care center has already seen increased interest and response to their service.*



CEO John G. O'Brien with Children's Day Care Center users, Pamela Dunkle and daughter Veronica.

The Employee Assistance Program (EAP):

The Employee Assistance Program (EAP) is available to all benefits eligible City of Cambridge employees and their immediate family and household members. The EAP assists people in their efforts to find solutions to all kinds of personal problems including family and relationship issues, career and stress related difficulties as well as addictions and emotional problems. The EAP provides information, assistance, support, assessment, short-problem solving and, when necessary, a referral to other sources.

The role of the EAP is to assess the situation that is of concern to you, explore alternatives for resolving the situation, and help you decide on a course of action. If you need additional help, the EAP will assist in referring you to the appropriate resources. Should you decide to use additional services outside of the EAP, you will be responsible for any fees associated with using those resources. Your medical benefit plan may help to cover some of the costs associated with such services.

Every contact with the EAP is confidential and voluntary. Appointments are available in several locations including Cambridge and Boston. To schedule an appointment, or for additional information, please call 1-800-222-3778, Monday through Friday from 8:30 A.M. - 5:15 P.M.. Urgent calls will be responded to immediately, 24 hours a day, seven days a week.

The Employee Assistance Program for the City of Cambridge is managed by PCC/Assured, an independent organization.

Picture Gallery



"Senior Center Gets Helping Hand." From left to right: John O'Brien, Judy McTiernan, RN, Walter Milne, Peggy Enright, Mary Scanlon, Carl Baron and Kathie Filsinger



Duffers Mary Milgrom, R.N., and Deborah Moran, M.D. - All reved up for the second annual TCH Golf Event, which is scheduled for June 27, 1994.

Employees of the Month



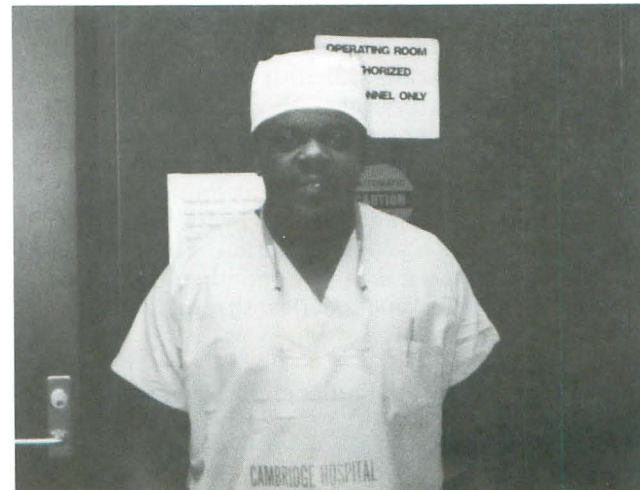
January - Paula Jones



February - Mary Hazard



March - Patti Cable



April - Derwin Cain

Employees of the Month

January Employee of the Month - Paula Jones *By Luke Wennik*

This year's first employee of the month award goes to Paula Jones, a payroll system manager in the Fiscal Department. Paula was nominated for the honor this month by both her own department and the Patient Care Services Department for her outstanding contributions to TCH. Through the solid performance of her own duties, and her superior communication skills, Paula has become an integral part of the payroll team. Paula is organized, efficient, responsible and reliable. She will take time to delve into problems and to explain and teach whenever necessary. Her capability to identify and to analyze payroll problems and quickly bring them to the attention of the manager has alleviated more than a few difficult situations in her two years here at TCH.

Many people know Paula from their weekly Friday Mecca to the main building's auditorium, where pay checks are handed out. Many of us take for granted the effort that is involved with the payroll process. Through her diligence, Paula helps make the process easier on everyone else's part, by discovering and reacting to problems with both speed and consideration, therefore keeping a wide range of TCH physicians and staff happy...and paid.

Even though Paula has no direct patient contact, her positive impact on the hospital's employees has helped to create an atmosphere that is conducive to quality patient care. For instance, Paula has done a remarkable job in improving the systems In-Patient Care Services, stimulating a sharp increase in their efficiency. Without the prior routine systems grievances, all those who come in contact with Patient Care Services surely benefit from Paula's work.

Like many of the staff members here at The Cambridge Hospital, Paula fits the role of the unsung hero. While front-line employees receive most of the praise for TCH's excellent health care services, they could not complete their everyday tasks without stars like Paula. Her outstanding work is a shining example of how everyone here at TCH is part of a winning team. This excellence that Paula personifies is just one of the many reasons why she justly deserves this month's commendation. Her qualities as a person as well as an employee should serve as an example for everyone to follow throughout the new year.

Thanks for everything, Paula, and have a wonderful year.

February Employee of the Month - Mary Hazard *By Luke Wennik*

February's employee of the month is Mary Hazard, the administrative assistant for the Department of Geriatrics.

If there is one word that best describes Mary it is "Dynamic." She has proven in many cases to be multi-faceted and efficient. Not only does Mary work tirelessly in her efforts to keep the Geriatrics Division responsive and organized, but she frequently donates her time and energy to all the other divisions and departments throughout the Hospital. Mary has provided her expertise for occupational medicine, has assisted in the presentation of the Foster G. McGaw application to the award committee, and played a key role in the organizing of the employee celebration for that award.

Both in and out of the office, Mary personifies courtesy and class. She serves as the friendly and comforting voice on the other end of the telephone for the frail homebound elderly in the Housecalls Program. The patients often remark on how helpful, pleasant, and reassuring Mary is, despite knowing her primarily by her voice. Her colleagues in the program firmly believe that its great success begins when Mary relieves the patients' worries before the providers even hear about their health problems.

Mary frequently ventures outside of the office to help the program. Not only does she arrange for patient transportation, but she has even, on occasion, gone out herself to help a patient come in when needed. She has driven across town to deliver important equipment to clinicians, and even brought Housecalls' patient, Helen Hart, to the Hospital and home again so she could enjoy the Foster McGaw festivities.

Mary's congeniality extends far beyond the patients. She coordinates all the necessary services for visits in patients' homes, and works with their families. Her devotion to the provision of care for all transcends into the lives of those who are involved in the program. She alleviates any of the difficulties that the residents, fellows, interpreters, providers and all the others through her composure, efficiency, and kind nature.

Anyone and everyone who knows or has met Mary will agree with her colleagues when they write, "Mary's exemplary work as our administrative assistant in Geriatrics deserves recognition by the Hospital Community. No one provides a more sensitive, humane, understanding, and efficient office. Given our small operating space Mary will always move herself to make a visit more private or confidential for a patient or family. Mary will do the little things like this spontaneously because she has the character that makes her deserving of the employee of the Month award"

Employees of the Month

March Employee of the Month - Patti Cable *By Luke Wennik*

The employee of the month award for March has been bestowed upon Patti Cable, a Q.A./U.R. Nurse in the Quality Improvement Department. From her efforts with organizing J.C.A.H.O. surveys to inter-departmental collaboration, Patti has proven that she is consistently making a difference at The Cambridge Hospital.

Among her many notable accomplishments here at THC, Patti recently played a key role in the development and maintenance of a Q.A. program for Ambulatory. One of her colleagues stated, "Patti goes the extra 100 miles to make sure that our Q.A. exceeds expectations, and she puts in many extra hours to organize our materials for J.C.A.H.O. Frankly, she doesn't even tell us about it." The result of her work was that everyone, including the J.C.A.H.O. Surveyor, deemed this program as "awesome!"

Patti is known throughout the Neighborhood Health Centers for her graciousness. When she visits the centers to review charts, she always seems to end up helping everyone else out. Her knowledge of inter-departmental collaboration and concepts of helping internal customers preceded that of others here at TCH. She was among the first to understand that Ambulatory and Health Centers were important and needed immediate attention. The Health Centers, and everyone else she works with, admire and greatly appreciated all that Patti does here at the Hospital and in the community.

Patti's work extends into many other departments, among which she spends a good deal of time in Medical Records. They explain that "Patti is kind, gracious and very caring to all who come in contact with her. We consider her to be an integral part of our team in Medical Records. Patti is one of the most sensitive, caring human beings, and it has been our pleasure to work with her."

No matter where she works, Patti always earns the respect and admiration of her colleagues, due to her consistently superior quality of work, and her ambition to extend her own sphere to encompass those of the patients we serve.

It is for Patti's steadfast dedication and uncompromising work ethic, that she has deservedly won March's Employee of the Month Recognition.

April Employee of the Month - Derwin Cain *By Joe McNulty*

While Winter begins to give way to Spring, and our thoughts turn toward warm days and cool breezes, we are pleased to announce that April's Employee of the Month is Scrub Technician Derwin Cain, of the Operating Room. Seasonally described by fellow workers as a "breath of fresh air", Derwin is always willing to help out. He is a kind and caring individual who understands patients. In fact, Derwin took a course in eye surgery in order to increase his already outstanding flexibility and availability in the O.R. Having a true ambition for knowledge, coupled with a genuine concern for TCH's patients, he is frequently found asking questions about those things he does not understand or agree with, especially when it involves a patient. Patient care comes first with Derwin, and he is willing to do anything that will increase the quality of that care.

Co-workers in the O.R. speak highly of Derwin. He can be depended upon at all times to perform his assigned job to the best of his ability, and in addition, has been continuously capable of taking charge of many other situations that require a helping hand. On one occasion Derwin took it upon himself to cover for a colleague in the instrument room and performed excellently there. From doctors, to nurses, to fellow technicians, Derwin is highly respected, and is fondly referred to as "the one you want to work with." He serves as a worthy role model for many of the up-and-coming Technicians in the O.R. Department.

Derwin works hard to create an environment that cultivates respect between patients and fellow employees, and even in a crisis situation, Derwin's quiet manner and highly professional approach to his work help to make the O.R. a better place for everyone.

So, during the month of April, and while you're out enjoying a "breath of fresh air", take a minute to reflect on Derwin Cain and the exemplary work he does here, representing so many of the qualities that we at The Cambridge Hospital strive for. It is precisely because of employees like Derwin Cain that we have a hospital that is able to commit itself to providing excellence in healthcare and commanding the respect of all who serve and are served in our community.

Congratulations Derwin! You deserve to be April's Employee of the Month.

Awards and Books

○ The AHA has once again recognized the vision of The Cambridge Hospital by selecting **John G. O'Brien** as the 1994 CEO of the Year. Developed in 1988, the award recognizes a CEO who encourages innovations and who serves as a catalyst for achieving success through strategic planning and marketing principles. The Society for Planning and Marketing of the AHA selected Mr. O'Brien for several reasons, including: the implementation of a comprehensive community planning process characterized by shared values, common vision, and dedication to continuous improvement aimed at creating a healthier community; the development of innovative community-based programs and partnerships with other community health and human service providers and local community agencies to improve access to TCH's multi-tiered system; his dedication to promoting strong relationships between medical staff, board and administration by instilling a spirit of teamwork and collaborative management style; the provision of leadership in a thoughtful strategic planning enabling the Hospital to turn around and achieve an operating surplus and major programmatic goals. Mr. O'Brien accepted the award in Phoenix, on April 25, and recognized the entire TCH staff and community as one of the primary reasons for his receiving this honor.

○ More testimony to the illustrious achievements of our staff was seen as **Judith Lewis Herman, M.D.** was selected by the American Psychiatric Association to receive the 1994 Manfred S. Guttmacher Award for her book Trauma and Recovery. This award, considered to be one of the highest honors bestowed in the field, is given annually, cosponsored by the American Academy of Psychiatry and the Law, and supported by an endowment from Professional Risk Management Services, Inc. Established in 1967, the award honors outstanding contributions to the literature on forensic psychiatry and includes a \$500.00 honorarium and a plaque. Dr. Herman is currently the Associate Clinical Professor of Psychiatry at Harvard Medical School and Director of Training at the Victims of Violence Program in the Department of Psychiatry here at TCH. This is the second award-winning book Dr. Herman has authored; she also received recognition for her book, Father-Daughter Incest (Harvard University Press, 1981).

○ In yet another exciting instance, further validation of TCH's "excellence in community service" was seen, as the **Tuberculosis Control Program** was one of four state wide programs recognized on Department of Public Health (DPH) Day. This award was given in recognition of the effective, coordinated, and well-integrated TB Control Program. **Edward A. Nardell, M.D.**, has been successful in spreading his method of TB control by utilizing both the research expertise of **Richard Riley** and the hard work of the Public Health Nurses, **Mary Schipellite** and **Catherine Guilmeus**. Nardell

began the implementation of the ultraviolet lights at the Pine St. Inn shelter in Boston in 1985. The lights have reduced the number of cases and controlled the spread of TB in Boston, and will prove to do the same for other city shelters with the assistance of Dr. Nardell.

○ The community will soon reap the benefits of **Rose H. Goldman, M.D.'s**, five year National Institute Environmental Health Sciences/N.I.H. Environmental/Occupational Medicine Academic Award. Dr. Goldman will share the \$612,000 Award with The Cambridge Hospital by using the funds to develop an Environmental/ Occupational Medicine Curriculum for all years of medical school, residency programs, faculty and post-graduate medical education. The Award includes a budget that will allow her to markedly expand the EOM resources in the Macht Center EOM Library which will bring more medical students here for rotations. Further, she will be able to equally enhance the teaching program for our medical residents and community practitioners in the area of Environmental Health. Only two awards in the country were given last year, and this is the only one in the state of Massachusetts. The Award is given to an individual and to the affiliated Medical School (Harvard Medical School).

○ **John Mack, M.D.'s**, book, ABDUCTION: Human Encounters with Aliens, is, upon its recent release, receiving a great deal of media attention (see the "Maximizing The Media" column for details) for its powerful documentation and phenomenally challenging theories concerning human encounters with aliens. Dr. Mack has done clinical work for more than three years with 76 alleged UFO abductees. A study focusing on 13 cases, concludes that these traumatized patients - among them an electronics technician, a fine arts professor, an accountant, and a business executive - underwent authentic experiences not based on delusion or hallucination. Dr. Mack explores evidence of nonhuman intelligence and questions our fundamental understanding of humankind's place in the universe. He has taken a controversial stand with courage and integrity.

○ **Robert A. Dorwart, M.D.**, and **Sherrie S. Epstein** just published Privatization and Mental Health Care - A Fragile Balance. Robert A. Dorwart is the Associate Professor of Psychiatry and Public Health at Harvard Medical School and TCH and Chairman of the Mental Health Policy Working Group at the Malcolm Wiener Center for Social Policy, John F. Kennedy School of Government, Harvard University. Dorwart and Epstein stress that the mental health system must be seen as a system within two other systems - healthcare and social services - if it is to be effective. They have written an authoritative, comprehensive, and practical analysis of the mental health polity area, offering sound policy recommendations.

Maximizing the Media

Once again, TCH has charged into the year on a stallion of media activity. The **International Women's Day Health Conference** participants were referred to by *The TAB* as "Health Care Heroes," while also landing in the City Side section of the *Chronicle*. The articles mentioned many of TCH's leading women practitioners, including **Lee Swislow, R.N.**, of the Multi-Disciplinary AIDS Program, **Mary Kearns** manager of OB/GYN, **Molly Clark, M.D.**, of the OB/GYN Program, **Linda McAnirn, R.N.**, of the Domestic Violence Task Force, **Margie Coleman, M.D.**, **Katherine Kosinski, M.D.**, and **Robin Barnes, M.D.**, from Cambridge Family Health. Also highlighted in the articles were **John O'Brien**, former Mayor **Alice Wolf**, and Board Members **Estelle Paris, RNC**, **Barbara Ackermann** and **Elaine deRosa**. TCH's giving to the community was highlighted in *The TAB*'s, "Senior Center gets a helping hand." The Senior Health Center received \$11,000 in donations: \$6,000 from TCH's **Golf Event** and \$5,000 from **Carl Barron**, the owner of Putnam Furniture. **Patricia Maher, R.N.**, was featured in the *Boston Nurse* supporting the house calls program. TCH was mentioned in the *TAB*'s "City receives 3.3 million de-leading grant," which will be used to test at-risk children for lead poisoning. *The Chronicle*'s "Young woman gives to ease the pain of AIDS" narrated how **Sarah Kauffman**, daughter of **Matthew Kauffman, M.D.**, donated her batmitzvah money (\$150) to AIDS Programs. **David Bor, M.D.**, was given the money which he transferred to "Cambridge Cares About AIDS" Program. *The Chronicle* also told of how **Charles W. Davis** ("Carl") from Somerville donated a painting worth \$1,500 titled "Things to find," to the Department of Pediatrics. Local neighbor, **Maura E. Bradford**, supported TCH's Needle Exchange in the *Somerville Journal* and the *Chronicle*, disagreeing with the Somerville Mayor Capuano's statement on the possibility of increasing crime from the distribution of free needles to drug addicts. Bill Premo further discusses TCH's **Needle Exchange Program** in *The TAB*. The *Tab* also detailed TCH's reaching to the community, when the Mid-Cambridge neighbors met on January 19 to discuss the first phase of the expansion of TCH. **Ed Nardell, M.D.**, was recognized for his work with Tuberculosis Control through the use of ultraviolet lights in *The TAB* and *The Chronicle*. **John Mack, M.D.**, has received a plethora of media attention on his new book, **ABDUCTION: Human Encounters with Aliens.** *Psychology Today*, April 6, 1994 edition, introduces Dr. Mack's UFO theories. *Esquire* March 1994 discusses Dr. Mack's research and ideas. Mack has also been featured in the *Boston Magazine* (April 1994), *Atlantic Monthly*, *ReVision*, *Time Magazine* (April 18), and should be appearing in upcoming

articles in the *New Yorker*, *People Magazine*, *The Associated Press* and *Omni Magazine*. He has also made or will be making appearances on the *Oprah Winfrey Show*, *48 Hours*, *Date Line*, *Channel 5's Chronicle*, and *National Geographic*. **Steffie Woolhandler, M.D.**, and **David Himmelstein, M.D.**'s, recently published book, **Health Care Reform**, was a topic on PBS's McNeil Leherer and the Today Show. They also frequented the pages of the *New York Times*, *Newsweek*, *USA Today*, *Detroit Free Press*, *Berkshire Eagle*, and surfed the air waves of about 20 local radio shows across the country. **Judy Howe**, of the Riverside Health Clinic, and **Jeffery Beard**, Director of Men of Color Task Force, emphasized the need to educate minorities on issues of health care and preventive medicine in the *Chronicle*. CEO, **John G. O'Brien** was quoted in *Hospitals & Health Networks* on the linking of incomes to outcomes and results. "CEO's will be measured on, and, in part, compensated by how well they improve the health of the population for which they are responsible." **John O'Brien's** winning the 1994 CEO was covered by Amy Miller in an in-depth feature in the *Chronicle*. In electronic news, **Lynn Schoeff**, of the Teen Center, made appearances on channels 4, 5 and 7 to discuss the issue of condom availability to high school students. **Ira Mintzer, M.D.**, discussed the issue of research and prescription of nicotine on the treatment of Ulceral Sclerosis with Lester Strong of Channel 7. Lester also interviewed **Linda McAnirn, R.N.**, about The Domestic Violence Task Force, and showed footage of several of the ED staff. **Lori Berry** was heard on NPR discussing issues of keeping patients out of the Emergency Departments while putting them into Primary Care. Terry Schraeder of Channel 5 interviewed **Mike Mason, M.D.**, about a new product for bone-grafting procedures. **Rose Goldman, M.D.**, was on CNN discussing the need for medical education to include environmental health. **Linda Chin** and **Alison Harris** made the *Chronicle*'s "Road Gripe of the Week" with their suggestions for the renaming of the column. The *Boston Herald*, *The Chronicle*, the *TAB*, and Channel 5's Six O'clock News covered TCH's Hollywood stint at the special premiere and cast party for the film, "**With Honors**." The Hospital's facilities were recreated and used in a scene when a Doctor's apparel and badge were worn by one of the characters. Cast members **Brendan Fraser** and **Moirra Kelly** were so inspired by the movie and the Hospital's community work that they donated money to the **Healthcare for the Homeless** program. The new **Birthing Center** was recognized in the *Boston Globe* and in a Women's Health Article in the *Cambridge Chronicle*. **Roberta J. Apfel** and **Bennett Simon's** heroic actions and work were pictured in the *Boston Globe* and *The Harvard Gazette*.

Short Takes

Updates on Conferences

John O'Brien has spent the beginning of the new year traveling from city to city sharing the experiences of TCH. He is serving on the National Advisory Committee of the Reach Out Program, and spoke at the MHA Conferences on March 15, 1994. The Conference was titled: "The Culturally Diverse Patient Population: Preparing For a New Delivery System". John spoke on behalf of TCH for about a half hour on "Responding to the Community".

Linda Chin is also traveling far and wide to spread the knowledge of TCH. She will attend the annual meeting of the Society for Healthcare Planning and Marketing of the American Hospital Association to deliver a speech titled, "Building Bridges with the Community: A Case Study". Later this month, Linda will attend the "1994 Healthier Communities Summit," where she will share the turnaround story of this 75 year old, 176-bed, city-owned hospital whose survival was in doubt just six years ago. Linda will explain how the Hospital has made progress in the past six years, and how to redirect a hospital to more directly reflect its community care mission, thus sustaining community efforts. The title of Linda's speech is, "Cambridge Hospital: Excellence in Community Service".

Welcome Jean Granick!

Jean Granick, who many of you know for the fine work she has done for many years in the social work department, will be the new Social Work Coordinator for the Neighborhood Health Centers. The Medical, Nursing, Administrative and Support Staff of the Neighborhood Health Centers are all very excited to have Jean as part of the team. Her skills, expertise and commitment to the NHC patient population will help us significantly improve patient access to services. Jean officially came aboard on February 28th.

Welcome to Giselle Jackson!

Giselle Jackson has been hired as the new **Manager** of the East Cambridge Health Center. She comes to us from the Harvard Community Health Plan, where she has had several progressively responsible managerial positions since 1984. Most recently she has been the Administrator for the Medical Records System at the HCHP Burlington Center.

We are very excited about Giselle's managerial experience and enthusiasm and are also very pleased to be able to add a manager to our ranks with expertise in Automated Medical Records Systems. Giselle jumped on board The Cambridge Hospital team on March 7th.

It's Golf Season again here at TCH

It's that time of year again here at TCH. The second annual Cambridge Hospital Golfing Event is well into the planning stages, and this year promises to be just as fun and rewarding as last year's. Although it seems that the snow was on the ground just a few days ago, the tournament is drawing near rapidly. The date of this year's event is June 27th, and there will be both morning and afternoon tee off times. If you are interested in participating in the event, as a player, volunteer or fan, please call extension 1450 for details.

Last year's event was a great success, raising \$6,000 for the planned Senior Center which is scheduled to open some time next year. The check from the proceeds was presented to Walter Milne, President of the Friends of the Council on Aging and Kathy Filsinger, by TCH Friends Mary Scanlon and Peggy Enright, as well as John O'Brien, and Judy McTiernan, R.N.. Also on hand was Carl Baron, the owner of Putnam Furniture, who donated another \$5,000 to the cause.

PULSE is published by the
Department of Marketing and Public
Relations at The Cambridge Hospital

Editor: Alison Harris

Assistant Editor: Luke Wennik

Design/Lay-out: Luke Wennik

Contributing Writers: Joe McNulty, Zak Elgart,
Mark Sorensen, Tina Rodbort, Kristen Chase,
Kristen Fitzgerald, Jessica Perez-Rossello, Kevin
Waltersdorf, Angie Stull and Christine Shea.

Please submit ideas and articles to:
Department of Marketing & Public Relations
The Cambridge Hospital
1493 Cambridge Street
Cambridge, MA 02139
☎ 617-498-1584

Within the hospital, please use Office Automation
to communicate with us. Deadlines are the 13th of
every month for next month's publication.

Alfred Margulies, M.D.
The Cambridge Hospital
Macht Building, Room 224
Cambridge, MA 02139