

NEWS Children's

A monthly newsletter for the employees in St. Louis Children's Hospital

February 1990

President's Message

Even in these days of amazing medical and surgical technology, it often is said that a hospital's people still matter the most. Follow-up surveys of parents whose children have visited St. Louis Children's Hospital confirm that our staff truly is as important to our continuing success as are our technical capabilities.

The surveys we mail to families following discharge make parents aware that we are sincerely committed to providing the best services possible. In turn, the responses make us aware of areas in which our performance can be improved.

Thanks to the dedicated efforts of employees throughout St. Louis Children's Hospital, the surveys repeatedly tell us that we already are doing a very good job of caring for our region's children.

The form asks parents to evaluate more than 60 items related to perceptions of St. Louis Children's Hospital. Parents rate many services, including the admitting process, the business office, nurses and physicians, lab procedures, food service, facility cleanliness, parking services and the friendliness and helpfulness of employees in general. Scores range from 1 (for poor) to 10 (for excellent.)

In our latest quarterly summary of surveys, more than 30 of the service items we track attained an average score of 9 points or more, the equivalent of an "A+" grade. About 20 more items averaged 8.5 points or more. Not one of our quality indicators averaged a grade lower than 8.1.

Benefits Briefing

Pay-for-Performance

Pay increases based on performance will be effective April 8, 1990, for all eligible biweekly employees. Supervisors are currently preparing to review appraisals with each individual. The "appraisal year" began May 1, 1989 and ended December 31, 1989. Beginning in



Jackie Means, Personnel, left, won the 1989 President's Award for her "dedication to St. Louis Children's Hospital and its employees and ability to motivate others to excel in their jobs." Alan Brass, president and chief executive officer, presented the award at the employee banquet on February 3.

When asked if they would recommend Children's to a friend, 98.2 percent of our parents answered "yes." It is good to know that hundreds of families appreciate our efforts to be the best that we can be.

Many parents add a comment or two about us at the end of their surveys.

"Everyone, from the cafeteria workers to housekeeping to the professional staff, was always extremely friendly. The nurses and doctors were just great," wrote

one parent. Said another, "I was very impressed with the caring feeling of the hospital and staff. I wouldn't put my daughter in anyone else's hands. St. Louis Children's Hospital is wonderful."

Such words remind us that our hard work is indeed noticed. Thanks to all of you who make St. Louis Children's Hospital a special place, day after day.

Alan W. Brass
President and Chief Executive Officer

1990, the appraisal year will be based on the calendar year.

The use of criteria-based evaluations ensures that superior performance is recognized in pay. As in previous years, employees can appeal a rating or a standard if agreement is not reached with their supervisor. All appeals must be filed with

Personnel by March 21. Increases will appear on the April 26 paycheck. Those employees hired since July 1, 1989, at the entry level of the pay range are reviewed after six months of employment.

For more information on the performance appraisals and pay-for-performance programs, contact your supervisor.



Dialysis/Transplant Unit—

Grace Dick, R.N.

8 East—

Susan Schmidt, B.S.N.

8 West—

Julie Leahy, B.S.N.

Michelle Steinmeyer, B.S.N.

Emergency Unit—

Melody Hull

Lori Libby, B.S.N.

Heather Patrick, A.D.N.

Darrell Dellard

Sean Gipson

General Accounting—

Emmanuel Nwaobasi

Information Desk—

Amanda Gaut

Medical Records—

Cathy Baughman

Karen Hentschell

Rebecca Winchester

9 East—

Kimberly Funari, R.N.

Blottie Ussery, A.D.N.

9 West—

Pamela Tatum, A.D.N.

Nursing Resources—

Michelle Banderman

Patricia Fults

Lark Jones, R.N.

Janine Russell

Grace Spinner

Emily Wood

Tina Drennan, R.N.
Cheryl Stout, B.S.N.

7 East—

Donna Ancil, R.N.

Specialty Care—

Madeleine Payne, B.S.N.

Volunteer Services—

Lisa Marsh

In The Spotlight

Member of St Louis Child

Coming Events

Perfect Attendance Awards,

*the Children's Development board and
produced by Contemporary Productions*

Same Day Surgery pro-
and information
Answer Line. The Small World Gift
Shop will have a gift shop with spe-
cial items for patients to purchase.
For more information on the gift shop to
volunteer, contact the Fund Develop-
ment office at ext. 6262.

Calendar

- March
- National Nutrition Month
- Perfect Attendance Awards
Ceremony—Auditorium
- Nurses Open House—

Senior League
Annual Spring
—Riz Carlton