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Lifeline - City of Faith Newsletter (July, 1983)

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Counseling Services in full swing;

COF department proving to be popular new addition

Clients come for help in dealing with the psychological impact of stress, coping with personal problems, marriage counseling, psychological testing, career and vocational counseling, sophisticated biofeedback evaluations, and more.

"We help normal people with normal problems," said City of Faith Counseling Services Director, Dr. Duie Jernigan. "By taking our clients strengths and enhancing them, we assist with finding answers to sometimes difficult situations."

Since Counseling Services began accepting patients — or clients — 4 months ago, each month’s counseling load has increased substantially. Last month over 70 clients were seen in the center, located on Clinic 12. Six doctoral-level consultants serve on the counseling services staff.

Jernigan said that the COF’s Counseling Services has a whole-person approach and serves a twofold purpose: "To assist people in coping with personal concerns or difficult times in their lives, and to provide opportunities for personal growth, development, and enrichment."

"After a person calls for an appointment they are scheduled for an initial interview where their particular concerns are matched to the psychologist whose specialty best meets those needs," said Avie Rainwater, coordinator of Counseling Services. "And at all times the client’s consultations are kept highly confidential," he added.

"One state-of-the-art feature of the department is biofeedback. Various physiological measurements are taken and the information that is recorded is used to evaluate the client’s level of stress. If a person is in need of therapy, the same bodily information is used to help the client in relaxation therapy," explained Rainwater.

"We’re pleased to be doing so well at such an early stage," said Jernigan. "We’re also happy to announce that these services are covered under The HMO of Oklahoma program for ministry employees." Jernigan said the Counseling Services’ goal is to maintain a highly professional counseling service in a compassionate, Christian atmosphere.

For more information on Counseling Services, call 8108.
HAC Sees 3,100 Gold Card Patients

Since the first of the year, over 3,100 City of Faith Gold Card holders have been evaluated in the Health Appraisal Clinic.

The COF Gold Card program was started last year to acquaint thousands of ministry partners with the professional and compassionate health services available at the City of Faith.

HAC Director Dr. Del Williams said the patients have come from "literally all over the country and from several foreign countries."

"We are most pleased at how well these no-cost health evaluations have been received," said Williams. "In fact, plans are underway to expand the HAC to see 60 patients a day." The Health Appraisal Clinic currently can evaluate 24 patients per day.

Williams said 15 to 20 percent of HAC patients are referred for further specialized evaluation. "Since the first of the year, 31 HAC patients were subsequently hospitalized after consultation," he added.

Currently, Health Appraisal Clinic appointments are booked well into September.

A merry heart doeth good like a medicine. Proverbs 17:22

THANKS TO THE PTL MINISTRIES, COF patients will continue to receive PTL network programming in their hospital rooms without interruption. Jim Bakker, president of the Charlotte, N.C.-based ministry, has given the City of Faith a 5-meter satellite dish to receive the cable network signal directly. The PTL Network airs the Jim Bakker Show, The PTL Club, and other Christian programs.

Dr. Dan Cogan, director of Continuing Education, said that the dish will be placed on the roof of the research tower and fed directly to hospital patient rooms and other closed-circuit televisions within the complex.

Besides the PTL Cable Network, City of Faith patients can tune in all six Tulsa TV stations — Channels 2, 6, 8, 11, 12, and 31. Cogan said that work is underway to also have the first in a series of patient information TV programs completed by this fall.

Paul B. Solberg Memorial Fund Established

A memorial fund has been established to honor the memory of Paul Solberg, director of Information Systems, who passed away last month.

Gifts should be made payable to the Paul B. Solberg Memorial Fund and then routed to the office of Jerry Brown, administrator for Management Services, Clinic 57.

The gifts will be passed on to the Solberg family. Our prayers continue to be with them.

COF Welcomes Governor, Congressman

On two separate occasions, the City of Faith was the site for legislative brieving sessions featuring high-ranking government officials.

On June 30, Oklahoma Governor George Nigh spoke to an audience of Tulsa area business people on the 60th floor. Then on July 8, Congressman James R. Jones met with several business people over breakfast on Clinic 59. Jones is chairman of the powerful U.S. House Budget Committee and the meeting topic was budget legislation and how it will affect Tulsa business.

Both sessions were sponsored by the Metropolitan Tulsa Chamber of Commerce.

Etcetera...

Dr. Roger Youmans and Dr. Dan Cogan appeared on KGCT-Tulsa Christian Television on separate occasions. Appearing on "The Breakfast with the Show," Youmans was interviewed about being a Christian doctor, while Cogan talked about the City of Faith in general. . . .

Health Appraisal Clinic Director Dick Bonwell took part in a University of Tulsa panel on "Changing Health Care Systems in Tulsa." . . . ORU's Interlibrary Loan Department encourages you to use this special service, but overdue books cause bad relations with other libraries waiting for the same item. Fines are $1 per day, per item, and faculty members are not exempt. Patrons will be prohibited from checking out further material until the overdue item is returned and all fines paid. For more information, call 955-7377. . . . The Fitness Center has begun a major promotion on KCFO and KARC Radio, be listening for special words about the Center's sophisticated physical evaluation and personal attention given members in the popular COF facility . . . .

A moment of silence for many patients . . . .

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Welcome Nurse Interns:

The following recent graduates of the ORV Anna Vaughn School of Nursing are spending the next few months at the City of Faith Hospital in Medical-Surgical areas. The training received here will provide these interns important clinical experience as they begin new careers. To each we extend hearty congratulations and a warm welcome.

BRIAN K. BUSK
From Fremont, Calif.

TERRY ANN DEPINTO
From Des Moines, Ia.

SUZANNE ELLIOTT
From Omaha, Neb.

REBECCA K. KNAPP
From Waunakee, Wis.

DEBI S. LAMBERT
From St. Louis, Mo.

MARIANNE MUGLER
From Clay Center, Kan.

PENNY LU PETR
From Belleville, Ill.

CONNIE M. POTTS
From Chesterfield, Mo.

CINDY RICHMAN
From Highland, Ill.

SUSAN LAURA HACKE
From Rex Hospital, Raleigh, N.C.

KIM SHERROD
From Rogers State College, Claremore, Okla.

DEBORAH S. LAMBERT
From St. Joseph’s Medical Center, Brainerd, Minn.

PHYLLIS F. ZELL
From University Hospital and Clinics, Columbus, Mo.

BECKY SIFE
From Eugene, Ore.

BEVERLY ODEGAARD
Health Appraiser
From St. Joseph’s Medical Center, Brainerd, Minn.

SHARON EMERTON
Pediatric Nurse
From Oklahoma Children’s Memorial Hospital, Oklahoma City, Okla.

VERONICA HART
Inreach
From Duke Medical Center, Durham, N.C.

SUSAN LAURA HACKE
Inreach
From Rex Hospital, Raleigh, N.C.

PHYLLIS P. ZELL
Medical/Surgical
From University Hospital and Clinics, Columbus, Mo.

RUTH LEHMANN
Surgical (OR/PAR)
From St. Joseph’s Medical Center, Brainerd, Minn.

KIM SHERROD
Surgical (OR/PAR)
From Rogers State College, Claremore, Okla.

Research Volunteers Needed

Healthy male volunteers between the ages of 21 and 39 are needed to take part in a City of Faith Research Center study. The program involves brain proteins, or hormones, and their effect on the body’s ability to battle disease.

Call City of Faith Public Relations, 8102, for further information. Your help could ultimately affect the lives of millions.

Welcome Nurse Interns:

To all our fellow employees:

We want to express our sincere thanks and gratitude for your love, gifts, prayers, and support during our recent loss of loved ones. Your prayers and the Lord’s blessings are seeing us through. It is very heart-warming to know we are surrounded by such love and concern. We would like you all to know that “Joy doth come in the morning.”

Sincerely,

BONNIE M. PLOTT,
Hospital Nursing Coordinator
BARBARA A. JOHNSON,
Hospital Nursing Coordinator
GREGORY A. ELLIS,
Environmental Services Manager

City of Faith to Produce TV Series

Just how do you pack a nutritious lunch for your school-age youngsters? And what are the first things you should do for sunburn, heatstroke, or poisoning?

Those and other topics will be discussed in a series of 4- and 8-minute TV spots being produced in the City of Faith over the next several weeks. The series of “good health tips” will then be broadcast nationally over cable satellite networks, said Dr. James E. Winslow, Jr., chief executive officer.

Doyle Ann Sears, former COF Coordinator for Nurse Training, will direct and moderate the series. Various COF staff members will be interviewed about specific areas such as “How to Prepare Your Child for the Hospital,” “Food Poisoning,” “Taking the ‘X’ Out of X-ray,” and “How to Be a Good Hospital Visitor.”

The first features will air on SPN, a national cable channel, and eventually on other national media, said Winslow.

Those who were interviewed in the first four features include Dr. Casey Truitt, Emergency Medicine, on insect bites during summer months; Dr. George Osborne, Surgery, on first aid for choking victims; Dr. Joel Oliver, Pharmacy, on medication during hot summer months; and Hazel Bent, Nutrition, on nutritious foods in summertime. In one feature, University Village residents Mary Ellen and Dick Lutz portray a couple who experience heatstroke. Mary Ellen is active in COF Volunteer Services.

“The City of Faith is an outstanding resource of caring, professional people who are experts in a variety of areas,” said Winslow. “This series of good health features will emphasize our dedicated, caring staff to a national audience.”
Eileen Baggett: A Special Friend, a Special Ministry to Spouses

When new doctors come to the City of Faith they quickly adapt to the Clinic work routine. But their wives can feel lonely and out of place adapting to this new community. They have a friend in Eileen Baggett.

Eileen, associate coordinator for Medical Staff Services, reaches out to physicians’ wives with a regular newsletter full of news about the City of Faith and information about Tulsa. She’s organized wives’ get-togethers and takes individual wives out to lunch, just to listen and to help these special people cope with a new lifestyle.

“We want to welcome physicians’ wives into our family,” says Eileen, “and help them to acclimate quickly.”

“The wives have to cope with so much,” she said. “Setting up a new household, helping kids get started in a new school, and dealing with utility companies can be frustrating for them. They need support during this time.”

There was no outreach to wives before Eileen came to this position at the City of Faith in January 1982. But as her department worked with the doctors and families after the physician was recruited, a real need was seen.

“They’ve been relocated to a new area, leaving places where they have been the pillars of the community—those who were looked up to,” she said.

Eileen said one of the outgrowths of her special ministry is how wives have started organizing get-togethers themselves. “That was one of our goals,” said Eileen. “And as we grow, as the City of Faith becomes more established, it will be easier for new physicians’ wives to call one another and become acquainted to Tulsa and a new lifestyle.”

Eileen also edits the CLINIC NOTES newsletter for the COF medical staff. Before joining Coordinator of Medical Services, John Carey and the City of Faith, Eileen was an interior decorator, working in Hampton, Virginia, and Las Vegas. Eileen also taught school for 8 years, of which 2 years were in Japan.

Eileen moved to Tulsa in 1978. Because she was a military wife, she knows the problems of establishing new lifestyles every couple of years.

Child Care Interest Strong

There’s strong interest in the City of Faith’s planned Child Care Center, reports Bob Elliott, administrative coordinator.

“In the recent survey of employees, there were 477 potential users of the center, with parents of 245 youngsters definitely interested,” said Elliott, who is overseeing the completion of the center.

But before the final decision on completion and opening is made, several more questions must be answered, he said. “We have various alternatives and proposals to consider, including funding for the center,” he added.

Elliott said those who expressed interest will be receiving further information on the project as it develops.
From Lasers to Light Bulbs,
Materiels Management Delivers

A patient's life is at stake. Every minute counts. Doctors and nurses rush to assist, but without the proper equipment, the heart attack victim would die.

Materiels Management has done its job. The heart monitor, oxygen, I.V., and portable defibrillator are all in place. The patient is revived.

Materiels Management is rarely recognized as a vital part of health care. From eyecadrops to x-ray equipment, every item that enables the City of Faith to function is channeled through Materiels Management.

The department directly affects more people each day at the City of Faith than any other. Yet, as Dennis Jordan, director of Materiels Management, explains:

"People have no concept of what's involved in what we do. Think of your own kitchen," he explained. "You probably have an inventory of about 150 items. How often do you begin to bake something and realize you don't have an ingredient you need?"

"When surgery is in process we cannot be without an item," said Jordan. "Our inventory is ten times that of what you'd find in your own kitchen so we can be prepared for any eventuality."

Everything that can be felt, heard, or seen, within the hospital, clinic, and research tower of the COF are supplied, processed, and distributed by Materiels Management.

In the day-to-day activity of the 90 departments at COF, an emergency will sometimes arise where equipment or supplies are needed unexpectedly.

The buyers, who are the unsung heroes dedicated to meeting the needs of every area, swing into action to do what is necessary to get the item.

Although often the crisis cannot be avoided, Jordan said accurate planning and forecasting of needs within each department can save thousands of dollars for the ministry.

"The buyers must be knowledgeable in every field and also have an exceptional memory in order to supply the needs quickly," said Larry Tedford, director of Purchasing.

"Few people recognize the caliber of expertise, experience, and professionalism our buyers bring to their jobs," Tedford said. "If he's buying medical equipment, for instance, he has got to know almost as much as the doctor does about it."

Tedford said that a single item may take 3 months of research and selective buying and at times legal advice must be sought.

"Since opening we have saved the COF more than a million dollars through careful research and negotiation," Tedford said, who works with the buyers Dan Roush and James Clegg.

More than 1, 500 purchase requisitions from 90 departments are handled during a 20-day period at the City of Faith, with 60,000 items distributed through General Stores each month.

To Joey Butler, supervisor of General Stores, the vast numbers of items distributed each month are more than statistics.

"I enjoy my job," Butler said, "because every time we send out a supply we are meeting some person's need — and that is fulfilling."

The print shop, run single-handedly by Mark Prochaska, provides 500 different forms for the complex.

Bob Bell's shipping and distribution area receives 800 to 900 deliveries a month. Those deliveries, made by dozens of different vendors and freight carriers, are then distributed throughout the complex by Bell or one of his staff, which includes Steve Brown, Ernie Haynes, and Robert Winslow. These fellows are also responsible for most of the furniture and equipment moving throughout COF as well.

Purchasing, General Stores, Shipping and Distribution, and Printing are only part of Materiels Management. The next issue of LIFELINE will feature Central Sterile Supply, Linen Processing, Distribution, and Equipment Contracting Coordination.

Materiels Management, in all of its facets, did not develop to its current productivity without sacrifice. Jordan and Tedford worked up to 16 hours a day for a whole year, in order to set up the department at the City of Faith. Both agree that it was a once-in-a-lifetime experience. As Jordan said, "This will never happen again. We could write a book about it, but it wouldn't help anyone because there will never be another City of Faith. We worked from scratch."

Jordan said that the City of Faith has been recognized apart from other facilities in the U.S. by Edward Bangs, who has worked for over 36 years with the largest medical supply corporations in the world.

Bangs, who is now vice president of American Hospitals, said that there is no other institution in the United States that has achieved the efficiency and complexity in Materiels Management over such a short period of time as has been accomplished at the City of Faith.

Special thanks to Linda Burkhardt, who prepared this story and provided photos.
Warm weather brought out ministry employees and COF visitors to the first City of Faith Picnic, sponsored by the Nutrition Department. There was good food (and lots of it), good music (a knee-slapping bluegrass band), good seating (comfortable, sweet-smelling bales of hay brought in for the occasion), and good times (a golf-chipping contest, which was won by Director of Security/Communications Carroll Boze, who later was heard to defend himself, "It was a chip shot, not a cheap shot!"). Cafeteria Manager Hob Gault later presented Boze with his prize, a set of new woods. The event was declared a success and more picnics are being planned.