August 2017

December 1966, Mount Sinai Tablet

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Allan Dennenberg
Assumes Duties

Mr. Leon Felson, Executive Director, has announced the appointment of Allan Dennenberg as the new Administrative Assistant of the Hospital. He will report to Kenneth Jamron, Associate Director.

Allan, the son of Hyman and Ruth Dennenberg, was born at Mount Sinai Hospital on May 10, 1941. He is a graduate of Washington High School, and he received his Bachelor of Science degree from the University of Wisconsin-Milwaukee in 1963. While he was a student at the University, he served as treasurer, vice-president, president, and rush chairman of Alpha Epsilon Pi Fraternity. He also held the singles and doubles championship in the interfraternity league. During his junior year he was a senator in the student government and he was a chief justice of the Student Court.

In 1963, Dennenberg entered the Graduate School of the University of Wisconsin-Madison, and later transferred to Xavier University, Cincinnati, Ohio, where he received his Master’s Degree in Business Administration with concentration in the area of Hospital Administration in June, 1965, after serving a year’s residency at Mount Sinai.

He is a member of the Sigma Alpha Hospital Society of Xavier University, the American Hospital Association, and the American Council of Hospital Administrators.

All the personnel at the Hospital are happy to welcome Mr. Dennenberg in his official capacity and wish him continued success in his new position.

Physical Medicine Department
Headed by Dr. Louis L. Bensman

A General Practitioner on the Mount Sinai Hospital Staff from 1938 to 1961 (with the exception of his Army services), Dr. Louis L. Bensman gave up his practice in 1961 to begin a residency in Physical Medicine at Veterans Hospital (Wood, Wisconsin) and Milwaukee County General Hospital. Following his residency, Dr. Bensman was in charge of the Physical Medicine Department at the General Hospital of the Milwaukee County Institution for the past two years.

Dr. Bensman, associated with Drs. R. Piaskosi, Paul Dudenhoefer, and J. F. McDermott, who have been providing services to this Hospital for a number of years, is enthusiastic and dedicated to his new field and he is now back at Mount Sinai Hospital in charge of the Physical Medicine Department. He says, “I am glad that I went into this field because I am still dealing directly with people—the whole person—and their return to their home life, and, if possible, to industry. This is still close to the old time family doctor philosophy.”

“Physical Medicine,” explained the doctor, “is a relatively new field since it has been a Medical Board Specialty only since 1947. It is concerned mainly with the physical restoration of disabilities which follow disease or injury. We endeavor to improve function as much as possible, to teach the patient to help himself, and to prepare him for return to home and community life. We are more concerned with what the patient has left rather than with what he has lost.”

“Mount Sinai Hospital is one of the four private hospitals in the city to have a full time physical therapy department. It is readily available to the Medical Staff and their patients. We are thus in a position to start the rehabilitation and treatment program without delay. Early treatment is especially important in stroke patients, chronic injuries, and in the unconscious patient. Relatively simple procedures such as positioning and range of motion will help prevent deformity, and thus hasten recovery. Also, the Physical Medicine Department could be of service to many more of the regular medical and surgical cases. The department utilizes the services of a staff of five physical therapists, two occupational therapists and a speech therapist. There are also a total of seven technical aids, attendants and orderlies.”

An electromyograph machine—only four private hospitals have this instrument—is used in the diagnosis of Neuro Muscular disorders. The physician using this machine must be well versed in general medicine and must have a thorough knowledge of Neuro Anatomy in order to reach a diagnosis.

The Physiatrist does not confine his treatment to such physical measures as Diathermy, Ultrasound, whirlpool, heat and exercises, but will, when indicated, use oral medications and injection procedures. During the past several years, Dr. Bensman has been performing phenol blocks for the relief of spasticity. This is a relatively new procedure and is being used in probably no more than twenty centers in the entire United States. When successful, the spasticity is markedly reduced for periods of up to twelve months. The procedure may be repeated as necessary and does much to lessen deformity and to improve the function of the involved extremity.

Since life expectancy of man has been extended, Dr. Bensman feels that Physical Medicine will increase in scope and importance. There is a great need for both medical and paramedical personnel and, therefore, this field should be given serious consideration by high school and university students in search of a career.

“Mount Sinai is extended a hearty ‘welcome back’ to Mount Sinai, and we hope that his department grows and succeeds beyond his fondest expectations.”

In the last issue of The Tablet, the graduating Medical Technologists were inadvertently referred to as Lab Technicians. We wish to apologize for this error.

Hospital Staff
Adds Counselor

Mrs. Lucy Cohn has come to Mount Sinai Hospital as employee counselor, after receiving her Master’s degree from the University of Wisconsin-Milwaukee in Educational Psychology with majors in Guidance and Counseling.

She received her nurse’s training at the Jewish Hospital, Cincinnati, Ohio, and served as head nurse, 1st Lieutenant, psychiatry, Army Nurse Corps, in World War II.

While her sons were young, she worked 1-2 evenings a week as a staff nurse, and then attended the University of Wisconsin where she received her Bachelor of Science degree.

For the past eleven years she has taught religious school at the Temple Emanuel B’Nei Jeshurun.

Mrs. Cohn explained that “From the beginning of my nursing career I saw and felt the need and value for counseling in hospitals—where, by the nature of work alone, there are daily anxieties and stressful situations.”

(Continued on page 3)

Holiday Parties

All employees of Mount Sinai Hospital are invited to attend the Holiday parties as guests of the Hospital.

On Wednesday, December 14, there will be an Employee Recognition Dinner served in the Hospital cafeteria from 4 p.m. to 6 p.m.

On Friday, December 2, at 8 p.m. there was a dance at the Elks Club Ballroom. Dress was optional and each employee could bring one guest. Each person was entitled to two drinks “on the house.” The King’s Jesters played for dancing from 8:30 p.m. to 1 a.m.

Our best wishes for a bright and happy holiday season.
The Jewish Festival of Hanukkah commemorates the spiritual triumph of the Jewish people, under the leadership of the Maccabees over the Syrian-Greek tyrants in the year 165 B.C.E., his victory enabled for eight days both in the synagogues and in the homes with special prayers of thanksgiving, festivities, and anniversaries, and the exchange of gifts.

Following the death of Alexander the Great in the year 323 B.C.E., his vast empire collapsed, and the commanding generals divided the lands; Syria and Egypt fell to contending political rulers, Israel, a strategic land-bridge between Asia and Africa, was a constant battle-field.

Though early Hellenism enriched Judaism and exerted a great influence upon it, under the contending military-political rulers of Alexander the Great, it degenerated to a point of moral and ethical Meaninglessness. This ungodly influence was the spiritual disease that was thrust upon the ancient people of Judea at the time of the Maccabees, when a warlike, debasing culture of the Greek philosophers and artists, but a depressing wave of moral and spiritual decline. Its chief proponent was the Syrian ruler, Antiochus, one of history's harrowing tyrants. He screamed the titles: "Epiphanes," "God-incarnate," or "God-visible," while those suffering under his rule changed it to "Epiphanies," meaning "mad-man."

In the year 168 B.C.E. Antiochus issued his infamous decrees by which Judaism was outlawed, and the observance of the faith was punished with death. The Holy writings were burned. Jews were requested to worship and offer sacrifices to the Greek gods. The temple was cleansed of its holy of holies. Judea was overrun by power, but without office equipment and staff, the doctor cannot perform a complete examination; 5. Use the telephone. Often, the family doctor who knows your medical history can give sound advice and guidance.

A 23rd Psalm
God is my pace setter. I shall not rush.
He makes me stop and rest for quiet intervals.
He provides me with images of stillness, which restores my serenity.
He leads me in ways of efficiency, through calmness of mind.
And His guidance is my peace. Even though I have a great many things to accomplish each day I will not be in a hurry. His presence is here. His timelessness, His all-importance will keep me in balance.
He prepares refreshment and rest in the midst of my activity.
By appointing my mind with His plans of tranquility.
My cup of joy, my energy overflows.
Surely harmony and effectiveness shall be the fruits of my hours, some men walk in the pace of my God, and dwell in His house forever.

It's Not Always So Easy . . .
Anonymous
It's not always easy: To apologize . . to begin over again . . to admit error . . to take advice . . to be unselfish. But it is worth doing. . . to be considerate and patient . . to think first and act second . . to forgive mistakemakes . . to be forgetful . . to shoulder the blame that's yours.
But it helps to make this world a better place for everyone to live in. And, it pays...

"If you don't intend to do anything about the problem, it's better to let them know about it; if you intend to solve it, worry isn't necessary." — A. J. Marshall

"Kindness is the hinge of success in life; it is the prime factor in overcoming difficulties; it lubricates the human machinery run smoothly." — Andrew Carnegie

"Life is an abrasive process. It grinds some men into oblivion; others, it polishes." — H. L. Mencken

To the Hospital:
To you, your Board of Directors, and the staff members of Mount Sinai Hospital, I want to express my appreciation for the excellent care I received. Beginning with my personal physician, Dr. Kece K. Kaufman, down to the Nurses Aides, I was treated as if I were the most important person in the world.

To the Hospital: As a recent patient at Mount Sinai Hospital, I want to express my appreciation for the excellent care I received. Beginning with my personal physician, Dr. Kece K. Kaufman, down to the Nurses Aides, I was treated as if I were the most important person in the world.

M.D.

MD.

To the Hospital: In appreciation of the planning, conduct and operation of a wonderful service, I think the staff at the Mount Sinai Hospital for a wonderful service. It was the dashing nurses, normal nurses, pink ladies, and others who have rendered efficient and friendly service. I give thanks.

A.O. T. D.

To the Hospital: I was recently a patient in your Therapy Department. I want to express my appreciation for the excellence of their professional service. I am grateful to them and wish to thank all of those who have rendered efficient and extreme patience. I owe them an almost complete recovery to them.

Mount Sinai is to be complimented for their fine Therapy Department.

C.M.G.

*** The Tablet editor would welcome letters from any personnel of the Hospital on any subject. However, only signed letters (to be considered for publication, but names will be withheld) will be published. Please keep letters short. We reserve the right to excerpt letters.

The United Fund

Beats Goal

The Public Relations Department extends our sincere personal thanks to the United Fund volunteers of the Hospital for their time and effort in collecting for the United Fund of the Greater Milwaukee area. They worked hard to reach our goal. To those who donated one hour's wages per month to those who gave cash donations, we wish to say thank you.

The goal assigned to the Hospital by the United Fund was $12,086 and we actually raised $2,222.94 or 16.7% of our goal or an average of $2.35 per Hospital employee.

It was through the efforts of all the members of the Greater Milwaukee United Fund Community that the United Fund surpassed its campaign goal of $240,000 by raising $2,641,400. This type of cooperation will again make it possible for the United Fund to help thousands of people in 1967.

Next year we hope to exceed our goal. This year, we are glad that you "shared because you care."
Herrmann Heads Social Service

Ray Herrmann, the new director of the Social Service Department, Mount Sinai Hospital, has had nine years of experience in Public Welfare. He has worked in the areas of public assistance, juvenile court, supervision of general assistance programs, and as the Director of the Sauk County Group Department of Public Welfare.

"My most interesting and challenging experience to date has been as a Group Leader of a Pilot Program for delinquent youths. It was like my Army experiences, however — I'm glad I did it, but I wouldn't want to do it again," stated Mr. Herrmann.

A native of Kenosha, Wisconsin, and a graduate of Marquette University, with graduate study done at the University of Wisconsin Extension Division, Mr. Herrmann is presently re-organizing the Social Service Department at the Hospital.

He plans to: 1) provide for Hospital related social needs of all patients by developing a more intensive program with the help and cooperation of all the Hospital Staff members; 2) provide financial determination for eligibility of patients for Out-patient care and "house case" status of in-patients; 3) constantly strive for more intensive involvement in meeting the needs of patients; 4) develop good working relationships with all community agencies that can help meet the needs of patients.

Married and the father of six children, the Herrmann family lives in the Brookfield Township of Waukesha, Wisconsin.

Mr. Herrmann is a welcome addition to the staff at Mount Sinai Hospital, and we wish him the best of luck.

First Year Nursing Students Become Juniors at Luncheon

The sixth annual Recognition Day luncheon in Doctors' Auditorium marked an important milestone in the nursing careers of 30 students. It signified the satisfactory completion of the first year of study, the day on which all freshmen were advanced to junior student status. These girls can now be recognized by the two blue velvet stripes on their caps.

Miss Augusta H. Simon, Director of the School of Nursing, presented certificates of merit to Sheryl Place of Peshtigo, Wis., for her outstanding scholarship, and to Marjorie Germer of Milwaukee who placed second in the class.

Miss Simon, Marcia Geszvivy of Kenosha, Miss Margaret Hodge of Wisconsin Rapids, and Sandra Wendorf received honorable mention for their grades for the year.

The Clinic just had another movie entitled "Epilepsy, Its Social and Economic Problems." The attendance at this movie was much higher than at the previous movies and there were many new faces. The date of the next movie is not yet known.

The men of Variety will be sponsoring a premier night on Tuesday, December 20 at Capitol Court Theater, 8 p.m. The premier movie this year will be "Hawaiian Night" and tickets may be purchased from Mr. Vogel for a $5.00 contribution which is tax deductible.

Mr. Leon Felzen, Executive Administrator of Mount Sinai Hospital, praised the students for their accomplishments during the year.

The climax of the luncheon was the lamp-lighting ceremony. Miss Sanee Smith, Assistant Director of the School of Nursing, held a lighted Nightingale lamp while the students proceeded to the table and ignited their candles from Miss Smith's lamp. She said, "The Lamp shall shine brightly always as a symbol of the devotion and care which nurses give to the sick and injured in the practice of their profession. It is our hope that this lamp may serve as an inspiration to you in the years to come."

The students holding their lighted candles then proceeded to the steps of the Auditorium, and recited the Nurses' Prayer and sang the school song.

Variety Club

The Women's Auxiliary of the Variety Club had a luncheon meeting to elect new officers on November 16, 1966 in the hospital's auditorium. The new officers are as follows:

Gladys Halloran .......... President
Phyllis Barnes ..... 1st Vice President
Shirley Perlewitz ..... 2nd Vice President (membership chairman)
Elva McCann ......... Treasurer
Jolena Kunz .......... Secretary

Crew Members
Marion Bierce .. Mary Shurman
Betty Kramer .. Bernice Gordon
Pearl Wallace .. Marie Kahn

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30 Junior Nursing Students Holding Their Lighted Candles Assembled on the Steps of Doctor's Auditorium to Recite the Nurses Prayer.

Dr. J. V. Milleris, Mr. Richard Stanislawski, and Mr. Leon Felzen are now members of the Ad Hoc Committee on Epilepsy, which is one of several committees studying the problems of various handicaps. This is part of a statewide study of planning for vocational rehabilitation under a grant from the Federal Government to the Wisconsin State Board of Vocational, Technical and Adult Schools.

Auxiliaries, volunteers and friends mourn the passing of MRS. LILIAN EISEN, a devoted Gift Shop volunteer for many years.

Books for the medical library of the hospital are being purchased in her memory by contributions of friends, and the Auxiliary board.

Hospital Staff Adds Counselor

(Continued from page 1) situations which 'talking it out' can help. It's our intent that employees bring their educational, vocational or personal problems of concern in sharing with the counselor—to really ventilate their feelings in an environment of acceptance—to talk out and reason out their problems in an atmosphere of warmth, understanding, trust. Within this setting knowing full well that their discussions are completely confidential, many will reach their solutions quickly—some will need the help of alternative solutions from which to choose and make a decision.

"People have problems—it is a universal phenomenon! And problems waste time and energy. As far as I am aware no other hospital in the city has a counseling service. I find it admirable that Mount Sinai is progressive enough to see the need for a counseling service for all employees, that its administration is truly interested in the good and welfare of each individual—that there is now a complete reorganizational or team approach: we've a psychiatrist, a psychologist, a social worker and a counselor. One of my first colleagues expressed surprise and pleasure on learning that 'the hospital really cares about me.' Feelings do exist as we can see when we can permit the release of pent-up thoughts and emotions in a friendly, warm and accepting atmosphere in which complete confidentiality is respected the entire outlook of a worker can be changed. Problems consume and waste energy and the employee most likely isn't working to the best of his ability so the hospital as well as the employee benefits from the 'ventilation' permitted in counseling. Our emphasis is on needs of the individual, his adjustment and growth.

"An employee may make an appointment through the head of his department, or by calling the Counseling Office directly. Heads of departments have been marvelously receptive to the new idea. I am now included in orientation of new employees so all members of Mount Sinai will know of the service, which is a continuous process. A session may last from 20 minutes to an hour and a half and already some employees have returned 3-4 times, some on their lunch hour—some on their breaks—some during duty time.

"I am currently working on an Attitude Survey of Hospital employees—a questionnaire given to selected departments at random and each of those departments head readily agreed to cooperate. From this we hope to learn what employees like or dislike about their jobs, working conditions, and people with whom they work. Perhaps there is a need for change in one department—or perhaps not. The study may give us some insight into the feelings of each of the participating 400 employees. Perhaps they will get irritations off their chests and perhaps the department can learn a valuable lesson from another.

The husband and two sons of Mrs. Cohn find her a devoted wife and mother, and they are encouraging her to work for her doctoral degree—especially since word has just been received that Mrs. Cohn has received membership in the graduate honor society—Pi Lambda Theta.
What in the world does this type of maternity care really mean? "Family Centered Maternity Care comes from a conviction that the psychological and social factors of the home can be combined with the physical facilities and professional services of a hospital without detriment to good obstetrics by accepting mother, father, and baby as a family — each member needing the other members," according to Sister Mary Loftin, Obstetrics Supervisor, St. Paul Hospital, Dallas, Texas.

Many authorities working with this type of program believe that true family unity can be maintained in all areas of the maternity department if the professional people involved are convinced of its value and are willing to work together to make the necessary changes so that all couples who desire Family Centered Maternity Care may benefit from it.

This concept actually starts during the prenatal period, continues during pregnancy, labor, delivery and the post partum period — where every possible experience is geared to the needs of mother, father, and baby.

After thinking seriously about the meaning and benefits of Family Centered Maternity Nursing, some nurses decided that perhaps we could adapt this concept in our own department.

Within a short period of time, we realized that the three things needed most from the nurses' point of view to implement a Family Centered Maternity Nursing Program in any hospital are these: conviction, determination, and a sense of humor!

The following article is based primarily on various experiences in the Post Partum area, or where the mother is after she has given birth to "their" new son or daughter, in our hospital. At Mount Sinai, we have been teaching and giving maternity nursing with a Family Centered approach, during the Post Partum period, for about three years.

How do we attempt to provide the above ideas? Usually the day after delivery or the second day, we start what we call "Partial Rooming-in" upon the patient's request. After the mother's physical care is completed in the morning, then her baby is brought to her room in his own crib. Usually the infant's bath is given first by a nurse as the mother watches every move she makes. This experience provides the nurse with a golden opportunity to do some good teaching — which she usually does very well. By this time the infant is probably wide awake and very hungry and may be exercising his lungs to some extent, so the mother will feed him. Again, the nurse can and does give the mother some helpful hints relating to feeding her infant. When he is replete, the nurse usually places him in his own crib and gives him in his own crib — again giving helpful suggestions as to position, after eating, amount of covering over him, and so forth.

After the above mentioned experiences have been completed just two or three times, one frequently finds a mother very busy writing Birth Announcements or a letter, yet look-
Are Our Business .......

Maternity Care Program

ing at "their" new baby every few minutes. The expression of contentment and relaxation on this mother's face is a reward to any nurse who is truly interested in Family Centered Maternity Nursing.

Now how in the world do we involve this infant's father? This is a bit more difficult, true, yet many times things can be worked out if we all work together!

If at all possible, we try to take their newborn infant out to see both mama and daddy - while they are together. The father has washed his hands and a nurse has helped him put on a long doctor's gown. Now both parents may hold their new son or daughter; a nurse is always present during this happy occasion to answer questions and give reassurance to these excited but happy parents. It is most rewarding to an interested nurse to see how these parents react regardless if this is their firstborn infant or their fourth! Almost all fathers who have this experience tell us, "Now I really feel like a father because I held and touched our baby and looked him over real well. This is certainly a lot different than looking at him through the Nursery window!"

This "Partial Rooming-in" idea may be repeated for one more day or perhaps each day while the mother is in our hospital - depending upon the mother's request. Usually the second day she has "Partial Rooming-in" she wants to bathe her baby with the same nurse right at her side to guide her and to especially give this mother some much-needed support.

Correct knowledge, guiding her and again giving support, are also given in various amounts, depending on the needs of each individual patient, when she is feeding her infant - regardless of the kind of room accommodations she has. Besides the individual teaching, we also do a lot of group teaching. We have one room, especially furnished as a Mother's Lounge, where we give bath demonstrations, helpful hints in breast feeding and also in formula making. If a husband comes to visit his wife during the noon visiting period, frequently we find both parents watching the bath demonstration. Again he is attired in a long doctor's gown.

The maternity nurse today is in the unique position of having a program which certainly will exercise a tremendous positive influence on family life. It has been shown in numerous studies throughout the United States that infants who participate in "Partial Rooming-in" cry much less than infants who do not. It has also been found that we have healthier, happier, and more relaxed mothers, infants, and fathers, too - as a result of this type of program.

The above mentioned program is growing by leaps and bounds at Mount Sinai Hospital. We are receiving more and more requests for "Partial Rooming-in" from patients right after the birth of their baby. This tells us that our type of program is gaining more and more attention in the community.

When we see proud, happy, and relaxed parents going home with their infant daughter or son that they already have started to learn to know, then we realize our nursing program was not in vain!
Hospital Extends Welcome to New Nursing Personnel

We wish to extend a hearty welcome to the new nursing personnel of the Hospital. Pictured are our new Registered Nurses and licensed Practical Nurses. They are here to help serve our patients, and we hope that all the personnel will make an effort to introduce themselves to these young ladies and offer every assistance and cooperation to them.

The Tablet staff will endeavour to present our professional staff to you via the paper whenever possible. Then it becomes your responsibility to get to know them personally.

The Hospital is proud of its excellent nursing staff and these young ladies are a welcome addition to it. Our best wishes to each of them.

Mrs. Hill Missed

Mrs. Veronica Hill, supervisor, worked in the Laundry of Mount Sinai Hospital for 37 years before she retired last year. She was known for her loyalty and for her faithfulness to her position.

Her fellow employees miss her and wish to take this opportunity to wish her a happy Holiday season.

Hospital Teams

Baseball . . . top in rating.
Volleyball . . . 5 games won
Basketball . . . starts Dec. 1 and then every Thursday through Feb. 9 — Bayview High School, 2751 S. Lennox St. — 7:30 p.m. or 8:45 p.m. Call Dietary Office for any further information.

Mary Benz of E.K.G. was fortunate (or unfortunate?) to make a beautiful basket during a recent volleyball game.
Volunteers Oriented

The first orientation of Mount Sinai volunteers for the 1966-1967 season took place on Friday, October 31, 1966, at the hospital. Mrs. Wilson Phillips, auxiliary vice-president with portfolio in volunteer services welcomed the ladies and outlined the history of the hospital and auxiliary and the goals of each.

Service orientation and hospital volunteer ethics and responsibilities were reviewed by Mrs. Esther J. Sarfatty, director of volunteer services.

New volunteer corps members are:

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<td>Mrs. Sheldon Auman</td>
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<td>Mrs. Melvin Bacher</td>
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<td>Mrs. Henry Goldberg</td>
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<td>Mrs. Robert Habush</td>
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<td>Mrs. Paley Phillips</td>
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<td>Mrs. Raymond Strauss</td>
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Mr. Leonard Smith, a management consultant and an instructor at Rutgers University, Rutherford, New Jersey, is conducting a series of lectures for all department heads at Mount Sinai Hospital.

Mr. Elmer J. Atkablici, painting supervisor of Mount Sinai Hospital, is shown in his new whites.

"An angry man is seldom reasonable; a reasonable man is seldom angry." — Sunshine

"We tend to judge ourselves by our ideals; others by their acts." — Harold Nicholson

"Consider how hard it is to change yourself, and you'll understand what little chance you have in trying to change others." — Arnold Glasgow

Memorial and Occasion Fund

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<td>Mr. and Mrs. STANLEY GLEN</td>
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<td>Mr. and Mrs. SALLY BAZELON</td>
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<td>Mr. and Mrs. ERNEST LANE</td>
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<td>Mr. and Mrs. JOE SMITH</td>
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<td>Dr. and Mrs. CARL O. SPERO</td>
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"If An Elephant Answers"

The film, "If An Elephant Answers," was presented to the hospital personnel by the Wisconsin Telephone Company under the direction of Betty Greiner. There were four sessions and these covered dictation, enunciation, speed, promptness in answering phone, being prepared, identify yourself, transfer calls, message taking, secretarial calls, and outgoing calls.

In opening the training sessions, Mr. K. Jamron, Associate Director, explained the importance of good telephone manners. "We establish a mental image of our hospital and our department in the caller's mind by what we say and how we say it," he stated.

The telephone is a vital means of communication for the hospital, and it is necessary that all personnel be familiar with the proper techniques for use of this instrument. All calls should be answered promptly and courteously. Persons answering call should speak distinctly and enunciate properly as well as identifying himself and his department.

Always use the caller's name as soon as it is ascertained. Be prepared to take messages accurately. An office phone is not used for personal conversations, but is an excellent means of inter-office communication.

Mrs. Gertrude Zvara, the chief operator of the Hospital, gives the following procedure to follow if it is necessary to transfer an outside call to another department: "Be sure to find out what department the caller really wishes to reach. To reach the operator press plunger slowly up and down counting 1,000, 2,100, (do this four times and then repeat) until the operator answers and then give her the correct extension number. If the plunger is pressed too slowly, you will be disconnected; if you press the plunger too fast, the operator will not get the call.

All those who attended the sessions wish to express their appreciation to Mr. and Mrs. Wilson Phillips, Chief Operator of the Hospital, and to Mrs. Zvara and Mr. Pyles of the Wisconsin Telephone Company, and to Mrs. Zvara for their co-operation in presenting this program.

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Mr. and Mrs. Betty Greiner of the Wisconsin Telephone Company and Mrs. Gertrude Zvara, Chief Operator of the Hospital, show Allen Dennenberg, Administrative Assistant, the Proper Way to Use a Telephone.
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"The eternal providence has appointed me to watch o'er the life and health of Thy creatures."

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July 22, 1966 to November 1, 1966

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