

APPENDIX I

Source: The following excerpts were taken from “Queries and Answers” column of *The Modern Hospital*, various issues from 1913–1920. Published by McGraw Hill.

1. GENERAL MANAGEMENT (121 inquiries)

Cost/Charges

- We are charging \$3 for the operating room for local anesthetics and \$5 for general anesthetics. Our surgical nurse insists that the expense to the hospital is practically the same. Is this true, and, if not, what is the difference? (1914, III: 66)
- What is the correct method for determining the cost per capita per day? (1916, VII: 355)
- Kindly give the names of several hospitals that make a regular charge for laboratory work. (1920, XV (3): 88)

Controls

- I would like to ask if you can give me the proper way of taking the daily census of patients in a hospital? (1914, III: 344)
- What is your opinion in regards to hospital inventories? One hears so many arguments for and against them. (1918, X: 232)

Purchasing

- I have been buying for our hospital ... sometimes in quantity and sometimes on contract when I thought I could save something. Some members of the board think we should buy altogether on contract All of us would like to now what *The Modern Hospital* thinks about this. (1914, III: 139)
- Is there no good lumber to be had, and if so, where can we buy it? (1915, IV: 219)
- How are we to tell when an egg is "strictly fresh?" (1915, V: 135)

Personnel Management

- Nearly all our nurses lose weight during night service and become pale, and I am quite sure that it is due to their failure to obtain proper rest in the day time. What can we do about it? (1914, III: 277)
- I have just taken possession of a fifty-bed hospital as superintendent. I find a total absence of the "team work" that *The Modern Hospital* has so often alluded to ... I am almost at my wit's end; what am I to do? (1915, IV: 220)
- What allowance of time is granted a nurse who resigns or is dismissed from a school of nursing and is admitted to another school? (1920, XV: 148)

Legal Matters

Should a patient be sued for non-payment of a hospital account? (1920, XV (1): 66)

Fund Raising

- Will you kindly give me some information concerning the amount of money required for the permanent endowment of a bed in a small hospital? (1918, X: 144)
- I would appreciate it very much if you would give me information regarding the use of moving picture films or slides in campaigns for funds. (1920, XV (6): 80)

Public Relations

- Will *The Modern Hospital* kindly tell us what the ideal [annual] report should cover, and can you send us an annual report of the hospital that you think comes nearest to your ideal? (1916, VI: 230)
- I am interested to know what saith [sic] "the law and the prophets" about the advertising of hospitals in the lay press or newspapers. (1917, VIII: 233)

Medical Records

Would you please advise us of the best place to keep patients' records while the patients are still in the house? (1915, V: 136)

Training School/Medical School

I would be greatly obliged to you if you would give me the benefit of your opinion concerning the proper organization of a training school for nurses in a manner to preserve its distinctiveness as one of the units of the general organization of the hospital of which it is a part (1914, III: 400)

Job Content/Reporting Relationships

- When a hospital has (1) a superintendent of the training school, (2) a theoretical instructress, and (3) a practice instructress, how should the work be divided among these three persons? (1920, XV (6): 68)
- Should the board of trustees of a hospital invite the superintendent to attend meetings? (1920, XV (4): 99)
- We are troubled with men's and women's visiting committees making rounds throughout the institution at least once a week They are at times very meddlesome. (1919, VII: 61)

Miscellaneous

- I saw somewhere a form for a "condition book" for the use of the hospital office, so that the telephone girl could answer inquiries without having to call the nurse on the floor each time. Can you tell me something about the form of this book? (1914, III: 277)
- Patients are brought or sent to our hospital at all hours of the day and night, although we have a rule that they will be received only between 9 a.m. and 5 p.m., except in emergency. ... Is there any way to stop this? (1915, IV: 218)

2. FACILITIES (83 inquiries)

Design/Layout/Size

- We are to build, and are thinking about automatic elevators, as our institution is a small one. We want to know whether they are safe. (1914, III: 139)
- What toilet accommodations should be provided for patients and nurses in the hospital? (1920, XV: 233)
- Is it absolutely necessary to have north light for operation rooms? (1915, IV: 68)
- We are planning a new two-hundred-bed hospital; there is a question whether it shall be of the block type, several stories high, or of the pavilion style, one or two stories. We should like to know what *The Modern Hospital* thinks about this. (1915, IV: 289)

Cost of Construction/Equipment

- Will you please tell me what proportion of the cost of construction of an average hospital should be allowed for equipment? Does equipment include laundry machinery, lighting fixtures, steam sterilizing apparatus, and cooking apparatus? (1915, IV: 68)
- Kindly give me some information regarding the cost of establishing and maintaining a hospital of fifty bed capacity. (1920, XV (6): 80)

Flooring Material

- Would you kindly advise me what you consider the most satisfactory flooring for use in hospital kitchens? Also give a second and third choice. (1914, II: 262)
- I am just finishing up an additional wing to our hospital and am at a loss to know how to finish the floors. (1915, V: 220)
- Can you tell me the best method of overcoming bulging in linoleum? (1917, VIII: 68)
- Where can I get information on "soundproof" floors and doors? We have drawn our own plans, so have no one to consult on this. (1917, VIII: 233)

Utilities

Can you tell us something about the relative merits of steam versus hot water for heating purposes in the hospital? (1913, II: 131)

Miscellaneous

Which is better, oil pump or hydraulic movement for utensil and instrument sterilizer lids? (1913, I: 125)

3. PATIENT CARE (140 inquiries)

Sterilization/Infection Control

- Are hospital gauze and cotton sterile as we buy them? (1913, I: 65)
- Is there any excuse for hospital wounds becoming infected, and if not, what can we do about it? Where is the trouble? We try to observe all the rules of aseptic surgery and keep as clean as we can. (1915, IV: 143)
- We have been using chloride of lime as a disinfectant in our hospital and find that it is destroying our plumbing. Can you kindly recommend a substitute? (1915, V: 135)

Miscellaneous Patient Care Topics

- To what extent is gas-oxygen anesthesia replacing ether, and what are the essentials for its use? (1913, I: 206)
- Please let me know if anything has recently been published on the subject of the treatment and prevention of bed sores. (1916, VII: 440)
- Please give us your opinion of the light as compared to the bell signal system for a 40-bed hospital. (1917, VIII: 148)

Dietary Services

Kitchen Supplies

- Are vegetable peelers practical, and do they save time and money? (1913, I: 65)
- We have been thinking for a long time about adding some fireless cookers to our kitchen equipment ... but we would like to know just exactly what they do to food. (1914, III: 207)
- Can you tell me where I can find rubber or wire baskets to fit in sinks for washing dishes? (1915, V: 451)

Diets

- Some time ago I noticed in a medical publication a list of articles which may be eaten, and others which should be avoided, by those suffering from gout, rheumatism, etc. ... would [you] be kind enough to publish such a list. (1915, IV: 288)
- Kindly look over the accompanying menus and comment on them. (1920, XV (2): 60)

Housekeeping

Cleaning Materials/Techniques/Soaps

- It seems this matter of soap is a very technical question ... A salesman recently told me that "suds" had nothing to do with the value of soap. Is this true, and what is the real test of good soap? (1914, II: 130)
- Can you tell me what is the best preparation to use on battleship linoleum as a preservative and for cleaning properties. (1914, III: 277)

Pest Control

We are overrun with cockroaches; we have used the advertised "roach remedies" without effect. What are we to do? (1915, IV: 287)

Laundry

- What should be the cost of operating the laundry in a 50-bed hospital, and will it be cheaper to maintain our own laundry or have our work done in a commercial laundry? (1914, III:139)
- Can you tell me how I can take blood stains out of the hospital linen? (1916, VI: 459)

Maintenance/Aesthetics

- So many of our patients complain of the monotony of the walls and ceilings of our private rooms ... Can't we do something in the way of decoration to overcome the everlasting sameness of the walls and ceilings? (1915, IV: 219)
- Is there any hot and cold water control valve or mechanism on the market in which the temperature of faucet waters can be accurately measured? (1914, II: 63)
- Can you tell me just what is the approved form of window shade at the present? (1917, IX: 451)

Medical Staff

Interns

We have four interns, and there are constant wrangles about who shall do what how can we arrange things so these frictions and misunderstandings will cease? (1913, I: 298)

Compensation of Physicians

What is the most satisfactory arrangement for paying roentgenologists in hospitals? (a) straight salary, (b) percentage basis, (c) part salary and part percentage? (1920, XIV: 81)

Miscellaneous

We have a man on our staff who is objectionable to everybody ...But he is so strong socially and in a business way—and professionally, too—because he is a good doctor, that the board is afraid to drop him or even to call him down, even for his brutality to the nurses. Is there any we can get rid of this man? (1914, III: 65)