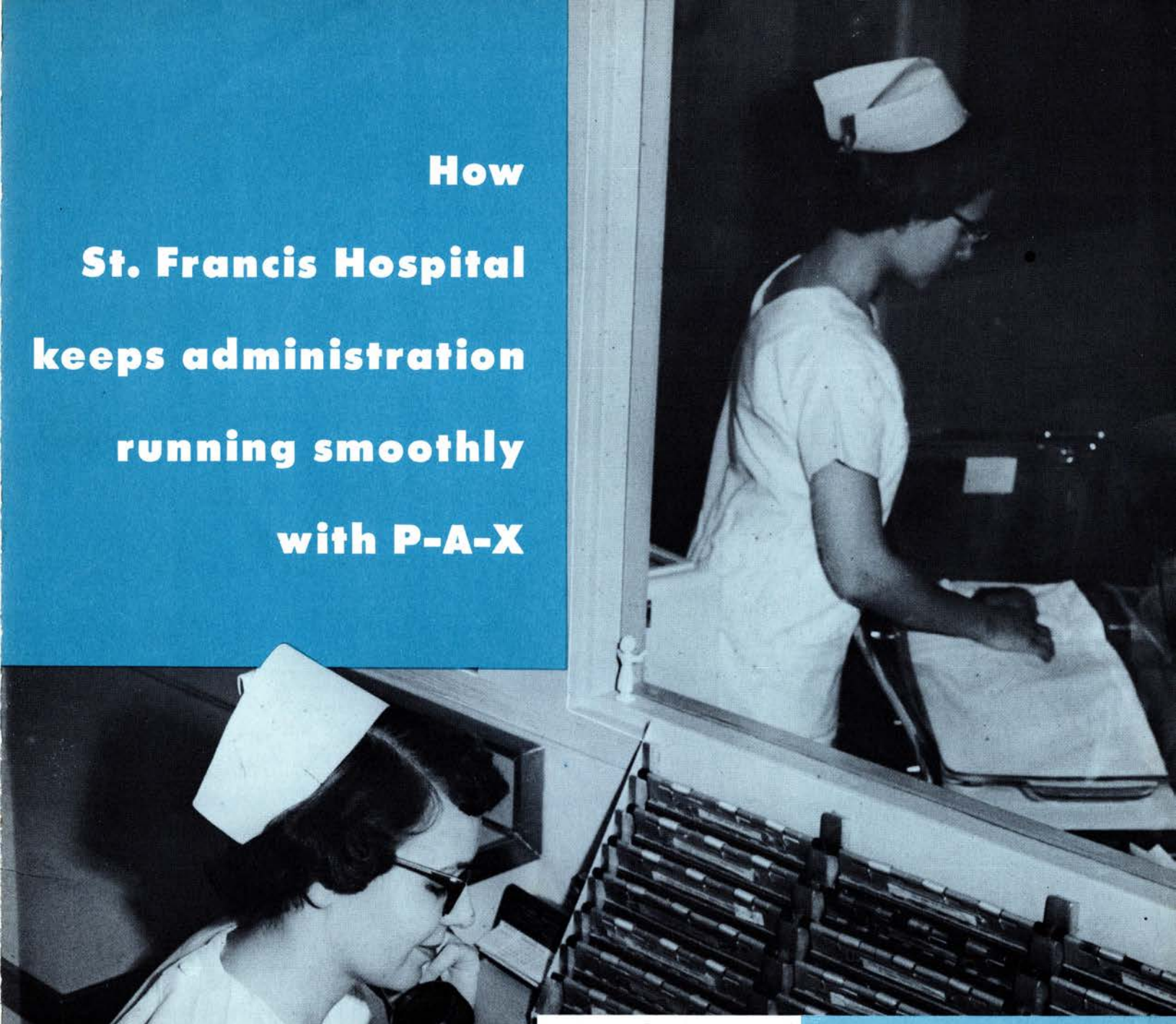
How St. Francis Hospital keeps administration running smoothly with P-A-X

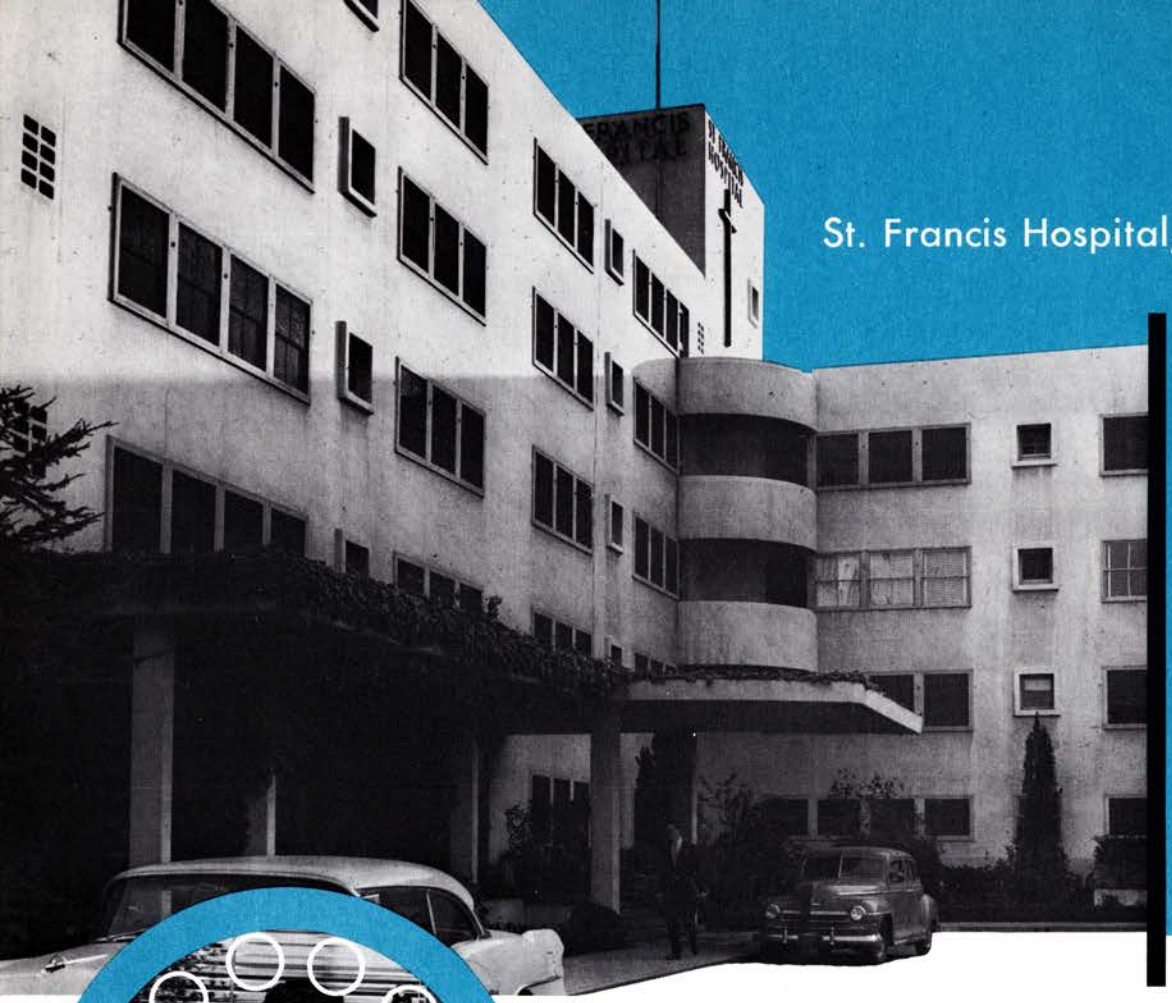


Business Telephone Report No. 107

One of a series of studies showing how progressive institutions use private internal telephone service

P-A-X business telephone systems

AUTOMATIC ELECTRIC



St. Francis Hospital, Lynwood, California

Left—St. Francis' impressive structure is situated on a 14-acre tract in Lynwood, a suburban community 20 miles from Los Angeles.

In circle—Admissions Clerk Darlene Sargent dials a call to the Emergency Ward on her P-A-X telephone.

. . . links all departments, saves crucial minutes, with its privately-owned, "inside" telephone system

St. Francis Hospital opened its doors late in 1945 as a 160-bed general hospital for residents of the southeastern Los Angeles area. Since then it has expanded its capacity and improved its facilities until it ranks today as the most modern and complete hospital between Los Angeles and Long Beach. Following a major expansion program completed in 1954, capacity has grown to 360 beds. Over 500 surgical operations are performed every month. St. Francis' progressive administrators (Sisters of the Order of St. Francis) believe that good intercommunication is essential to smooth administration, and vitally important in a hospital's race against time! Accordingly St. Francis' many offices, wings and departments are linked for instant communication with the "inside" dial telephone system—P-A-X.

the overall communications problem

During St. Francis' first years, all inside calls were handled by the main switchboard operator. But staff members soon noticed that switchboard "jams" were continually delaying inside calls—often for several minutes. When outside calls increased, inside service suffered. And inside calls were keeping outside callers waiting. The Mother Superior Noella took the problem to Alvin Kleiber, then Chief Engineer, and asked for his recommendations on an intercommunications system for the hospital.

why P-A-X was chosen

For a period of 3 months, Mr. Kleiber studied the features of various systems, including a rental plan from the public telephone company. P-A-X was then purchased for 3 basic reasons—(1) *economy*—P-A-X is a capital investment that is soon amortized from the savings it brings; (2) *familiarity and convenience*—P-A-X dial telephones operate identically with those of the "outside" system; (3) *simpler installation*—the P-A-X telephones are easily installed and moved.

St. Francis' P-A-X System

In 1947, a P-A-X System for 50 telephones was purchased from Automatic Electric. The compact Control Unit (4¾″ high, 4½″ wide, 2′ deep) was installed in the kitchen storeroom, and 47 P-A-X telephones were connected by Mr. Kleiber and his assistants. Intercommunication improved at once. Staff members found that they could contact each other in *seconds*—regularly. And with P-A-X handling inside calls, the attended switchboard was relieved of this great "extra" load, hence outside service also improved. The expansion program of the hospital gradually called for more telephones, and in 1953 a 100-line Control Unit (4′11″ high, 6′3″ wide, 2′ deep) was installed in a new "Electrical Room." Now, 88 telephones are in use and more can be added whenever St. Francis deems necessary.

In the Pharmacy, Wayne Peterson receives dozens of calls daily over P-A-X. Requests for immediate drug needs, information on strength and dosage are quickly supplied on the "inside" telephone.

Dr. Joseph Jellen, Chief Radiologist, gives a "wet reading" of an X-ray over P-A-X. Private, two-way conversation enables physicians to relay information of the most confidential nature.

In the Nurses' Station on the Surgical floor, Nurse Mary Cawthorne takes a call on P-A-X. Panel at left is "Nurses Call", a loudspeaker system connected with patients' rooms.

how the staff uses P-A-X

St. Francis Hospital occupies a five-wing building of over 200,000 square feet, and its staff of 800 keeps the inside telephones humming constantly. *Engineering*, for example, receives an average of 30 calls in one 8-hour shift—several of which demand immediate attention (elevator breakdowns, faulty oxygen gauges, incubator trouble). In *Surgery*, calls are exchanged with Nursing Stations, the Laboratory and other departments. From the *Nursery*, urgent calls go to the Pediatrician, and to Engineering. In *Emergency*, nurses race against time as they call Admissions for a bed, X-ray for preparation, the switchboard for paging. Without fast, clear lines through the separate "inside" telephone system, the attended switchboard would be *swamped* . . . vital calls would be delayed.

on the job 24 hours a day

St. Francis has found that one of the best features of P-A-X is its 'round-the-clock service day after day—so important to hospital activities. The P-A-X Control Unit is fully automatic, requires no operator, and never tires or quits. It operates *continuously*.

maintenance is negligible

Maintenance of the P-A-X at St. Francis is handled by the building engineer, Ruben Roth, who says that the time spent on maintenance has been negligible. The only expenditures of any consequence ($30.00 total) have gone to replace receivers broken through misuse. The little time devoted to P-A-X is usually spent changing telephone locations and running lines to new areas. On the rare occasion when some difficulty has occurred, Roth's call to the Automatic Electric local serviceman brought prompt attention.

other intercommunications at St. Francis

In addition to P-A-X, two other intercommunication systems are employed. One is *Nurses Call*, a loudspeaker system that connects every bed with the nurse on duty in the Nurses' Station. In the Pediatric Department the system is left open, to allow nurses to hear coughing, strangling, or crying among the children. The other is a loudspeaker *Paging System*, associated with the city telephone switchboard. It is ordinarily used to summon a doctor or nurse.

Both systems work well with P-A-X and serve as excellent supplements to its more extensive service. St. Francis can be proud of its modern, effective intercommunication system!

how the staff feels about P-A-X

"We use it (P-A-X) constantly . . . we couldn't do without it."
(Sister Christine, Treasurer)

". . . indispensable to me."
(Mrs. Sara Martin, Head Bookkeeper)

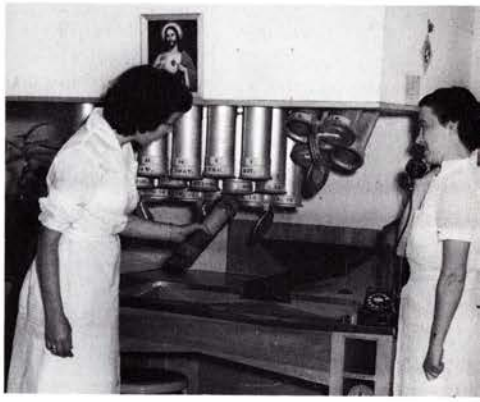
"It's been a great help in Surgery . . . saved a great deal of time and many steps."
(Sister Hermina, Surgery)

"It's our chief means of communication . . . I don't know what we'd do without it."
(Mrs. Barbara Vrooman, Front Desk)

"It takes a great load off the switchboard."
(Mrs. Wallace, Staff Secretary)

"I'm very fortunate to have one."
(Mrs. Combs, Cashier)

"If there's ever a question concerning the system, I can always call them (Automatic Electric) and get prompt attention."
(Ruben Roth, Chief Engineer)



Over 100 calls daily go to Central Supply, where small supplies and medicines are dispatched through pneumatic tubes. Here, Virginia Gettings takes a call from one of the Nurses' Stations.

Chief Engineer Ruben Roth examines the compact P-A-X Control Unit in the hospital's Electrical Room. His experience has shown that the P-A-X requires only a negligible amount of maintenance.

Benefits to St. Francis Hospital

In summary, these are the benefits provided St. Francis Hospital by the P-A-X Telephone System:

1. Close administrative control of all departments, through instant telephone service.
2. Fully automatic, 'round-the-clock service from the P-A-X Control Unit . . . no operators needed.
3. Private two-way conversations for confidential messages, greater clarity and understanding through the spoken word.
4. Fast, clear lines for inside emergency situations.
5. Economy resulting from *owning* rather than *renting* the system.
6. Flexibility of the system—telephone locations are easily changed, additional telephones are easily installed and connected by regular maintenance man.
7. Relief for the attended switchboard . . . outside calls are handled more efficiently.

P-A-X meets requirements of hospitals

Inter-communication in hospitals is complicated by the critical nature of illness, by the large areas and many departments involved. P-A-X Telephone Systems extend inter-communication throughout these large areas, and link them closely together with two-way talking convenience. P-A-X telephones are *fast*—the automatic dial system speeds both routine and critical calls. No wonder so many hospitals own P-A-X Telephone Systems!

Among them:

Ball Memorial Hospital Assoc.
Muncie, Indiana
75 TELEPHONES (1937)

Battle Creek Community Hospital
Battle Creek, Michigan
50 TELEPHONES (1938)

Boston Lying-In Hospital
Boston, Mass.
77 TELEPHONES (1936)

Jewish Memorial Hospital
New York, New York
50 TELEPHONES (1954)

Saint Catherine's Hospital
Brooklyn, New York
46 TELEPHONES (1953)

Frances Schervier Hospital
Bronx, New York
40 TELEPHONES (1938)

Toledo Hospital
Toledo, Ohio
150 TELEPHONES (1929)

U. S. Army
Fitzsimons General Hospital
Bunell, Colorado
700 TELEPHONES (1949)

U. S. Army
Percy Jones General Hospital
Battle Creek, Michigan
800 TELEPHONES (1936)

U. S. Government
Saint Elizabeth's Hospital
Washington, D. C.
600 TELEPHONES (1918)

what is P-A-X and what does it do for you?

P-A-X is a completely automatic business telephone system that you can adapt to *your* business operations and needs. It meets all your *inside* communication requirements and greatly improves *outside* telephone service. You *own* your P-A-X, and thereby substantially reduce monthly telephone charges, limiting them to your *outside* calls and outside equipment. Greatest returns on your investment in P-A-X come in the stepped-up efficiency that modern telephone communications can introduce into your business methods.

Desk Monophone — *Compact Monophone* — *Wall Monophone*

Automatic Electric Consultation Service

is available to you to meet the special needs of your company. A letter or telephone call will bring an experienced Automatic Electric communications engineer to your office to give you complete data on how P-A-X can help your business. Or we will send detailed literature upon your request for more information about P-A-X.

P-A-X business telephone systems

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