
Documents from the Duval Medical Center,
University Hospital Collection

Duval Medical Center, University Hospital,
Jacksonville, Florida Collection

12-31-1924

Duval County Hospital

John E. Boyd MD

Follow this and additional works at: <https://digitalcommons.unf.edu/dmcuc>



Part of the [Business Commons](#), and the [Health and Medical Administration Commons](#)

Recommended Citation

John E. Boyd. Duval County Hospital. 1924. Duval Medical Center, University Hospital Collection. University of North Florida, Thomas G. Carpenter Library Special Collections and Archives. UNF Digital Commons. <https://digitalcommons.unf.edu/dmcuc/12/>

This Archival Material is brought to you for free and open access by the Duval Medical Center, University Hospital, Jacksonville, Florida Collection at UNF Digital Commons. It has been accepted for inclusion in Documents from the Duval Medical Center, University Hospital Collection by an authorized administrator of UNF Digital Commons. For more information, please contact [Digital Projects](#).
© 12-31-1924 All Rights Reserved

Duval County Hospital

Jacksonville, Florida
December 31, 1924

The President and Members
of the Duval County Welfare Board,
Jacksonville, Florida.

I have the honor, as President of your Hospital Staff, to submit for your consideration my annual report for the year ending December 31, 1924.

The past year again shows progress. Your staff is well organized; its meetings are better attended than any other meetings of a similar nature in our City. Several good men have been added to its personnel. Its scientific program ranks second to none and there is harmony and active interest among its members.

In the past year we have been allowed the services of a high class Record Clerk. This has proven a great boon and accounted for a large part of the progress made.

In 1923 the American College of Surgeons accepted this Hospital, but with an asterisk. That meant that our records were not up to the standard required by the college. In 1924 we are listed with a clean sheet—PROGRESS.

During the latter part of 1924 a high class Technician in Bacteriology and Pathology was secured and a small laboratory outfitted. We now do all of our blood work except Wassermans and cultures; all urinalyses and all of our pathology. It is the only general hospital in the City doing its own pathology. This constitutes our outstanding piece of progress. No hospital can render "its patient" high class service without a well equipped bacteriological and pathological laboratory, with competent technicians in charge; neither can such service be rendered without an up-to-date X-ray department in charge of competent hands.

You will read the detailed reports of our five departments, which speak for themselves, all in terms of progress.

In the coming year of 1925 your Board will see the fulfillment of one of the greatest advancements ever made in this County, and I may venture to say in this State. There will be completed an up-to-date hospital plant, every bed of which is designed for charity—a wonderful accomplishment of a beautiful ideal.

It is the purpose, as well as the duty, of your hospital staff to render your Board every possible assistance in giving to the citizens of Duval County an institution in which they will feel a pride. Just here I desire to quote from an article "On Humanizing the Hospital" written by Dr. G. S. Goldwater in which he cited a very interesting announcement contained in the July 1923 issue of the "Ancient Hospital." It reads as follows: "St. Bartholomew's Hospital, London, is seeking a 'Master' who, in conformity with the rules of the hospital, is required to be 'gentle, good tempered, kind, patient to the sick and ailing, and prepared to gratify their needs with affectionate sympathy.'" In contrast to the above I cannot refrain from bringing to your attention W. E. Henly's dismal first impression of an English Hospital, viz:

"The gray-haired soldier-porter waves me on,
And on I crawl and still my spirits fail—
These corridors and stairs of stone and iron,
Cold, naked, clean—half workhouse and half jail."

We hope to emulate the spirit of St. Bartholomew's and protect our hospital from such an impression as is here reported to Mr. Henly.

One of the most forceful statements that ever came to my notice regarding the hospital and its relation to the public reads: "If we recognize the fact that in the public mind the hospital is a bitter pill in need of a sugar coating, we may hope to eventually win public confidence and approval." The time when visiting hours are confined to one or two days a week and to only a few hours on these days must, in my opinion, be dispensed with in your new plant.

Practically every general hospital is dependent upon the public for its financial support. Certainly our Hospital is so dependent.

Mr. Ralph Welles Keeler says—"If it is a well conduct-

ed institution and entitled to aid, it would receive its support with very much greater liberality if its public were fully informed of its work and progress." He contends that open doors is one of the elementary means of hospital publicity.

It has been truly said that one trouble with hospital administration has been its disposition to take it for granted that, because the hospital has high motives, the people are all thoroughly acquainted with it and what it is doing.

Mr. Keeler further says that those who visit hospitals rapidly learn to understand their problems and the handicaps under which they operate. The morbidly curious must be detected and tactfully excluded. The remainder of the community, however, is entitled to the information and the inspiration that only personal visits to the Hospital will afford.

A social service to care for members of the patients family, friends and mere visitors is just as essential to the success of your Hospital as is any other necessary department, and I am glad that your Board is installing this Department on January 1.

I now arrive at, in my opinion, the two most outstanding matters to be presented to the Board in connection with the opening of our new plant, viz: The Nursing Department and the Out-Patient Department.

The nursing of a two hundred bed hospital is a matter of the greatest importance and should be thoroughly discussed from every possible angle. I suggest that the Hospital Staff meet with the Executive Staff of the Hospital at a special call meeting to arrive at some definite plan for the nursing care of the patients in the new plant; that a committee, selected by the President of the Staff, shall be appointed to present the agreed plan to the members of your Board and explain its details carefully so that final action may be taken by you and this important matter settled at the earliest possible time.

I now come to the Out-Patient Department. There has never before been such a service connected with any Hospital in this City. It is my duty to outline to your same degree of excellence as is exhibited in the in-patient department. It is quite important that the out-patient

staff be made up of men of ability and that the facilities for adequate treatment be readily available for the use of the staff. The Welfare Board and your Hospital Administration will, I am sure, co-operate in maintaining this department. I favor physicians who devote their time to such work receiving compensation—not meaning salaries—for the time and effort given such service.

If a hospital has an out-patient department it is the responsibility of the out-patient staff and the Superintendent to learn and realize, what good out-patient service is; what they must do in order that their hospital render service of that quality, and what means and methods they must devise that they may be kept informed concerning the quality of the service their out-patient department is rendering.

The younger men, as a rule, comprise your out-patient staff. There must be a competent head of the entire department, who is answerable only to the hospital staff or its President. The young physician will be well compensated if he can carry on his diagnostic work in the out-patient clinic under the direction of more experienced men from whom he believes he can learn. If attending men and associates on the staff are available for this work that hospital will have no trouble in securing the most promising young men.

Excepting perhaps major surgery, all the well defined specialties are represented in a general out-patient clinic. If the out-patient department is well equipped, if its older and abler physicians on the in-patient staff are really desirous of helping to train men in their respective fields and if the institution fosters such a function, the out-patient clinics will afford excellent opportunity for at least a part of this specialty training.

The needs of patients and the interests of physicians demand the establishment of a growing number and variety of special clinics: Cardiac; gastro-intestinal; metabolism; protein-sensitization and mental hygiene are some of the more highly specialized clinics now found in our larger out-patient departments. These afford excellent opportunity to the physician who may desire to study some special problem in which he is interested, provided, of course, that the institution is farsighted enough to see that the physician secures the service he needs for efficient functioning.

Again the Hospital should use its out-patient department as a training ground for the prospective members of its major staff. In this way it can, as it were, bring them up schooled in its traditions, loyal to its service, and interested with it in making the Hospital progressively approximate its possibilities.

It is essentially necessary that the Hospital have good Social Service departments in order that its out-patient department may make its work count for most to its patients and to the community which supports it.

Respectfully,

JOHN E. BOYD, M. D.

President Hospital Staff