



Sister Ann-William watches Sister Rosaire prepare to receive Holy Communion during a Mass celebrating the feast day of Mother Elizabeth Seton, founder of their religious order, the Daughters of Charity.

## Sister Ann William: The Many Facets of Hospital Care

Times are changing for Sister Ann William Bradley, a Daughter of Charity, a nurse and an administrative assistant at St. Mary's Hospital.

Sister Ann, who has been a nurse for 13 years, was asked by her superiors in 1971 if she would be interested in working in hospital administration. Sister entered St. Louis University where she studied for two years and graduated with a master's degree in Hospital Administration. The two years of study introduced Sister Ann to classes in financial management, medical staff organization, management principles, health care and labor economics.

The studies, along with her degree and hospital experience, resulted in her placement at St. Mary's as an administrative assistant. The department heads under her supervision are: Medical Records, Medical Library, Housekeeping, Laundry and Social Services. As an administrative assistant she views her role as a "chance to see many things from a very different perspective."

Sister Ann either visits or talks by telephone daily with department heads who are responsible for the day-to-day operation of the hospital. She furnishes advice and provides an objective view of department actions.

Discussing the high proportion of patients to Sisters she voiced awareness that the "public for the most part is disappointed when they don't see a Sister in the hospital." On the other hand Sister Ann added there are "so many things people don't see. The necessity of keeping confidentiality in hospital record-keeping is a must. Many

times it is forgotten that our service to employes is as important as service to patients." Satisfied employes give patients the best care, she added. Patients who express an interest in speaking with a Sister can call the switchboard to arrange a visit. As St. Mary's continues to grow and develop, to meet the community's needs, patients should be reassured to know that Sister Ann might be out of sight but not out of touch with their needs and care.

Text and photos  
by Susan McKinney



A visit to the hospital's laundry building is often part of the morning routine.



Mary Jane Humphreys, manager, left.



A visit to the laundry insp