

# The Inside Story

## A Walk in My Shoes

Dorothy C. Jones

**Dorothy Jones works behind the scenes for patients' welfare**

Patients come to the Hospitals expecting the best medical care from the caregivers they see every day. Often, the employees they seldom meet, who work behind the scenes, play a large role in making their visits comfortable and pleasant. Dorothy Jones is one of those employees.



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Jones, a galley attendant, has been working in Food Services for the past 34 years. Her typical day begins at 6 a.m., when she loads carts with patients' breakfasts and delivers them to the six floors that she covers. She also prepares trays for patients with special dietary needs.

Jones explains that the cafeteria serves the same food that is served to the patients. "The food is delicious," she says. "Considering that it's cooked in bulk, it's really good."

Jones came to Chicago from Louisiana in 1960 and began working here the following year. "I had heard a lot about the University of Chicago—that it was a good place to work," Jones says. So what has kept her here for more than three decades? "Well, it was kind of interesting to me and I enjoyed what I was doing," she says. "It wasn't far from where I lived, so that made it really convenient for me. I wasn't familiar with the city, so I said, 'why not stay?'"

For Jones, the fifth of 18 children, working with a lot of people comes

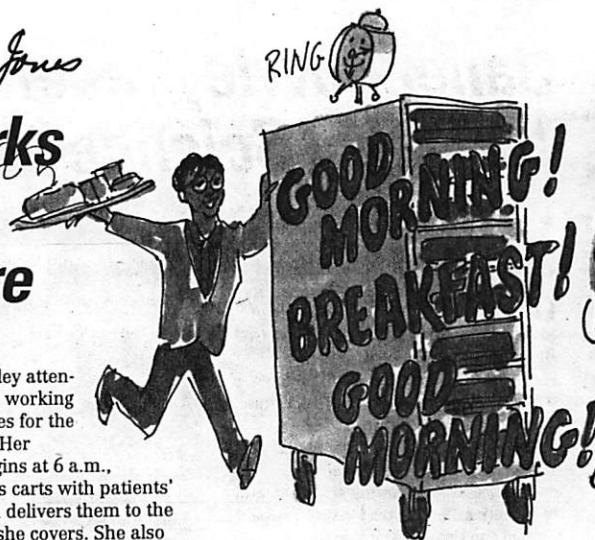
naturally. "When you meet different people, you communicate with different people," she explains.

Family is very important to Jones. She spends a lot of time with her husband and with her daughter and grandchildren, who live in Chicago. "Once or twice a year we get the whole family together—my sisters and brothers, my mother and aunts," she says. "And sometimes we go home and mix it up with the uncles and so forth. We have a family reunion every year at Thanksgiving." Four of her brothers live in Chicago and the rest of her family resides in California, Ohio, Tennessee and Louisiana.

Jones manages to balance her work schedule with her family life, shop-

ping, and attending church, where she is an usher. "I wish I could sing because I love singing," she says with a laugh. "But I attend Sunday school every other Sunday when I'm off work."

Jones hopes to travel more when she retires in a few years, and perhaps to take a cruise. To date, the farthest place she has traveled is Las Vegas. One thing she knows for sure is that she will keep busy. "I won't have to worry about just sitting around the house," she says with a smile. "If I'm in good health and all, I expect I'll go different places."



## Junior high school partner helps improve patient satisfaction

A new group of consultants has

jeans and T-shirts, and all of them "totally" understand what it feels like to be a kid. That's because the new consultants are kids. They are seventh

students develop skills that are applicable to real business situations. Over the past few years, groups of seventh grade students from Crissom have

creative ideas to provide distractions and entertainment for hospitalized kids. The students narrowed down their ideas and decided to develop a