

ANNUAL REPORT
of
FIELD SERVICE VISITS

of
RUTH C. WATERBURY
INDUSTRIAL HEALTH DIVISION
For Year, 1929.

PLAINTIFF'S EXHIBIT

MET-232

Summary

Total number of Groups Visited -----	150
Total number of Visits made to Groups -----	10,652
Total number Executives Interviewed -----	65
Total number other Representatives Interviewed -----	4,288
(i.e. Secretaries, Auditors, Clerical Workers, in charge of Group Insurance, Plant Superintendents, General Foremen, Fore- women, Sub-Foremen, etc.)	
Total number Meetings with Employees -----	150
Total number Employees addressed -----	10,652
Total number Meetings with Women Employees only -----	65
Total number Women employees addressed -----	4,288
Total number Meetings with Supervisory Staffs -----	16
Total number Supervisors addressed -----	450
Total number Conferences with Plant Doctors -----	18
Total number Conferences with Plant Nurses -----	53
Total number Conferences with V.N.A. Nurses -----	78
Total number Conferences with M.L.I. Co. Nurses -----	35
Total number Conferences with M.L.I. Co. Managers -----	47
Total number Conferences with Group Representatives ---	78
Total number Visits to Prospects -----	4
Total number Special Contacts (Non Policyholders) -----	31
Total number Meetings with Pupil Nurses -----	2
In re: Industrial Nursing	
Total addressed -----	128
Total number Meetings with Graduate Nurses -----	10
In re: Industrial Nursing & M.L.I.Co.Service	
Total addressed -----	536
Total number Places Visited -----	59

THIRD VICE-PRESIDENT
Mr. MADDEN

6th Floor

an interesting
report

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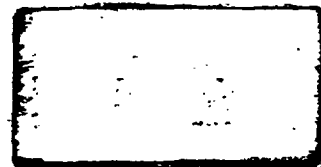
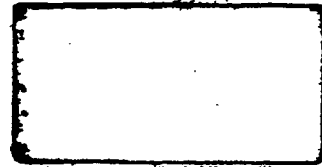
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Field Work represents visits to groups in the following listed cities and towns.

Massachusetts

Boston	Quincy
Cambridgeport	Shelburne Falls
Fitchburg	Southbridge
Gardner	Turksbury
Lowell	Uxbridge
Lawrence	Webster
Millbury	Weymouth
Oxford	Worcester

Pennsylvania

Allentown	Manheim
Aliquippa	Mt. Joy
Ambridge	New Kensington
Brackenridge	Norristown
Bridgeport	Philadelphia
Columbia	Pittsburgh
Elizabethtown	Wrightsville
Lancaster	York

Ohio

Bellaire

Illinois

Chicago

Connecticut

Bristol
Hartford
New Haven
New Britain
Meridan

New Jersey

Elizabeth
Jersey City
Newark
Ridgefield
Roebling
Trenton

Vermont

Bellows Falls
Brattleboro
White River Jct.
Vernon

New York

Brooklyn
New York City
Rochester

New Hampshire

Lebanon
Newport

West Virginia

Wheeling

Special Contacts included

New England Health Institute at Hartford, Conn. April 23.
Presentation of Paper on Industrial Nursing.
200 Nurses also 20 Physicians in attendance.

National Safety Congress at Chicago, Illinois. Oct. 2.
as Chairman of Industrial Nursing Meeting.
200 Nurses - Doctors and Personnel Directors in attendance.

New England Nurses Association Annual Meeting at New Haven, Conn.
April 12
Presentation of Paper on Industrial Nursing.
75 Nurses in attendance.

Metropolitan Life Insurance Company's Institute
for Salaried Nurses in Middle West Territory at
Chicago, Illinois, Oct. 10.
Presented P.H.S.B. Activities to Staff Nurses on
Industrial Nursing.

Metropolitan Life Insurance Company's Institute
for Salaried Nurses of Keystone Territory, June 7.
Held at Philadelphia, Pa. - 16 Nurses Present.

Lecture on Industrial Nursing to 80 Senior Nurses from
6 Hospital Training Schools at Rochester, N.Y. Dec. 30.

Lecture on Industrial Nursing to 48 Pupil Nurses of
Elizabeth General Hospital at Elizabeth, N.J.

Meetings with Staff Nurses of the York, Pa. Visiting Nursing
Association.
Pittsburgh Pa. Public Health Nursing Association.
Elizabeth, N.J. Visiting Nursing Association.

Talk to Philadelphia Industrial Nurses Club, May 27.
48 Nurses Present.

Meeting with Supervisory Nurses of Henry Street Y.N.A.
regarding Group Nursing Service, April 10.
(Miss King, M.L.I.Co. General Supervisor Present)

Informal Talk to 20 Welfare Nurses and Invited Guests of
Carnegie Steel Company at Pittsburgh, Pa., Nov. 11. by
Special request of Mr. Mathieson, Welfare & Safety Director.

Special Safety Committee Meeting of The New England Power
Association, Inc., at Worcester, Mass., Nov. 20.
30 Supervisors Present.

Lancaster, Pa. Kiwanis Club Camp for Half Orphan Boys of
Lancaster. Talk to 80 Boys and 90 Men Club Members.

Other Special Contacts included Group Service

Visit to home of man employee of General Baking Company
with Russian Interpreter, New York City.

Visit to home with sick girl employee of Supplee-Mills-
Jones Mill Company, Philadelphia.

Visit to young girl employee of Ovington's
(probable T.B. Case), Advised Doctors care.

Visits to homes of 9 employees of Spang Chalfonte Co.,
Ambridge, Pa. plant, who were absent because of illness,
with M.L.I.Co. Salaried Nurse.

Following "Prospects" were Visited:

Abbotts Dairy, Philadelphia, Pa.

Explained Nursing Service to Assistant to President.

Ingraham Clock Company, Bristol, Conn.

Explained Nursing Service and Bureau Activities
to Mr. H.S. Ingraham, Vice-President.

American Pulley Company, Philadelphia, Pa.

(Prospect for Pension Insurance)

Invited Miss Carver, Plant Nurse in charge of
Welfare Activities to visit Home Office. She
met Vice-Presidents Kavanagh and Madden; also
Mr. Mills of the Annuity Division and several
Bureau Division Directors.

P. H. Glatfetter Company (Paper Mills) Spring Grove, Pa.

At request of Plant Nurse.

Of the 273 Groups Serviced, visits were made to the following
outstanding Group policyholders.

Eastman Kodak Company, Rochester, N.Y.

Visited 4 plants. Meetings held with "Key" representatives
and Medical Director and Staff.

Insurance Company of North America, Philadelphia, Pa.

10 Service Health Talks to 90% of employees.

Evening Bulletin, Philadelphia, Pa.

Service and Health Talks to Department Heads and
Women Clerical Workers.

Electric Storage Battery Company, Philadelphia, Pa.

Service and Health Talks to Supervisory Staffs
at both plants.

Service and Health Talk to 350 Women Clerical Workers.

Spang Chalfonte Company, Ambridge, Pa. Plant
5 meetings with Superintendent and supervisory staff.

Allegheny Steel Company, Brackenridge, Pa.

Pressed Steel Car Company, Pittsburgh, Pa.

A. M. Byers Company, Pittsburgh, Pa.

Thermoid Rubber Company, Trenton, N.J.
(Stokes and Asbestos Co.)
Addressed all Day workers at both plants.

Lenox, Inc., Trenton, N.J.

Frehofer, Baking Company's Plants at
Philadelphia, and Allentown, Pa. and Trenton, N.J.
Meetings with women employees and men day workers at Philadelphia Plant.

National Biscuit Company's Plants at Philadelphia,
Pittsburgh, York, Allentown, Pa., Wheeling, W.Va.,
Trenton, N.J., Hartford, Conn. and Cambridgeport,
Mass.
(Addressed all of employees of the Philadelphia and
York, Pa. branches.)

General Baking Company's Plants at New York City,
Brooklyn, Newark, Jersey City, Trenton, Philadelphia,
Wheeling, West Virginia.

Devos & Reynolds Company, Inc. Plants at Brooklyn, N.Y.
and Newark.
Meetings with Supervisory staffs at each plant.

Singer Sewing Machine Company Plant
At Elizabethport, N.J.
Follow-up visit.

U. S. Asbestos Company, Manheim, Pa.
Meeting with Department Heads and Supervisory Staff.

Armour & Company, Chicago, Illinois
Branch Plants at Hartford, Conn., Rochester, N.Y.

Electric Bond & Share Company, New York City

Explanatory visits to following outstanding new groups.

American Can Company, New York City

New York World, New York City

Clark Thread Company, Newark, N. J.

J. & P. Coates Co., Pawtucket, R. I.

Postal Telegraph & Cable Company, New York

Fleishman's Yeast Co., Inc., New York City

John A. Roebling's Sons Co., Inc.

Newark, N. J. Treasurer and chief of Pay Roll Department
Roebling, N. J. Plant Medical Department. Chief Surgeon

Dairyman's League, Inc., New York City

American Metal Company, New York City

Outstanding Service of the year was to the New England Power Association Inc.

Initial Visit was made to the Executive offices, September 14 (When servicing Boston groups) by request of Treasurer's department of the association.

A special visit was made, November 20 to attend Meeting of the Safety Committee at the Worcester office. 30 representatives of the several properties controlled by this group were present. Meetings were held with all women clerical workers of the Boston office of the Association, November 21.

On December 9th survey was started at Worcester plant and visits were made to 24 different places where properties covered by one group insurance were located. Mr. J. P. McCann, Safety Supervisor of the New England Power Association was in charge of the Meetings and accompanied me to all points visited.

Meetings were held with practically every available employee at 19 different places. In all 46 Meetings were held in Company's time, ranging from 20 minutes to 45 minutes, and a total of 2288 employees were addressed. Including the 30 Safety Supervisors and 100 women office workers addressed in November; a grand total of 2418 employees were reached.

During the past year visitations were made to small size group in the various places visited. In many instances the companies had increased their personnel appreciably since the insurance was effective. In one instance, as an example, The Skinner Chuck Company of New Britain, Conn. I found this company had 120 men on the job and had had over a period of eight months. 50 of whom should have had the group coverage. Only 50 lives were covered out of the 120. The Company carries group Life and Health. I found that neither the executives nor employees of this group had the least idea of our Nursing Service benefit.

Wherever it was practicable Meetings were arranged for in the various small industries visited and "Key" people impressed with value of using our Health Service and calling on Nurse in early illness.

I find that the Service and preventive health message is well received and there are, always, several employees in each group who have had experience with our Nursing Service benefit for members of their families on Industrial policies.

Many very outstanding testimonials were given by men in the Meetings held at the various properties of the New England Power Association.

One young man at the Lowell Plant told of the care he had received over a year ago on his Industrial policy. He had had a ruptured appendix, was in the hospital and because of worry from expenses of illness and loss of sleep due to noise of other ill patients he said he begged his doctor to allow him to go home. His doctor asked him if he happened to have a Metropolitan policy that brought Nursing Service. As the man had such a policy the doctor allowed him to be taken home. Our Nursing Service visited him three times a day, twice a day and then once a day over a period of seventeen weeks. This man also said "our Nursing Service saved his little boy's life last winter when the child had pneumonia."

On the New England Power Association properties, I used this testimonial in other Meetings as demonstration of extent of service rendered when necessary.

I find that nurses from affiliated Nursing organizations and our own staff Nurses in the field, when making the explanatory visits to industries covered with group insurance, usually emphasize the limited service to "chronic cases."

As a consequence the executive or representative interviewed gets a very erroneous conception of the type of service our Company renders to acutely ill people; for example, the case cited above.

Also the Nurses entertain the idea that industry uses the nursing service as a check-up for absenteeism. The idea is because of some past experience, no doubt, where certain industries did give calls to the nurses when reason for absence was not given by employee reporting off duty.

Judging from my experience of the past five years, having visited over 1100 industrial organizations carrying our group coverage and consulting with nurses in 313 different cities and towns I can say with impunity, that it is absolutely the exception when the industrial management deliberately uses our Nursing Service as a check-up for absenteeism.

I find that the average executive is sincerely and humanly interested in the welfare of his employees and would appreciate knowing from the Nursing Services that the ill man or woman employee was receiving adequate care.

It is unreasonable to believe that the percentage of calls for Nursing care to chronically ill employees would be of any consideration and therefore the explanation by the nurse of the limited service to chronic patients at time of her explanatory visit to the industry is out of order.

I therefore recommend that we endeavor to stimulate a keener interest in our group Nursing Service by way of instruction to the affiliated Nursing Services and our own staff nurses in the field as to a more satisfactory explanation to employers of our Nursing Service to eligible group certificate holders.

Health Literature and Posters

I saw fewer evidences of our Posters on Bulletin Boards in the industries visited this year. This was especially true in smaller industries.

Health pamphlets are appreciated by the greater percentage of employees.

Education to our policyholders by way of suggestions as to distribution of health pamphlets is usually well received.

However frequent reminders to our policyholders regarding value of our Health Educational Service may be necessary.

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It has been both interesting and encouraging to find that the average executive interviewed is very receptive to the suggestion of arranging for Health and Service talks to his employees and they are cooperative in arranging for the talks in Company time and especially interested in arranging for talks to women employees.

Respectfully Submitted

A handwritten signature in cursive script, reading "Ruth C. Waterbury R.N.", is written over a horizontal line.

Ruth C. Waterbury, R. N.
Industrial Health Service
Policyholders Service Bureau