

REPORT OF INDUSTRIAL SERVICE BUREAU FOR THE YEAR 1921

Administrative

The entire personnel of the Bureau has changed since the first of the year 1921 with the exception of Miss Daly, Typist and Order Clerk.

Three correspondents resigned. Four have been broken in on the work.

At the beginning of 1921, the work of the Industrial Service was done by:

- 1 Industrial Service Bureau Captain
- 2 Correspondents
- 2 Typists, one of whom made out all shipping orders
- 1 General Welfare clerk
- 1 File Clerk, who also acted as messenger

Total 7

December 1921, the work is handled as follows:

- 1 Section Head
- 1 Group Welfare clerk
- 2 Correspondents
- 1 General Welfare Clerk
- 2 Typists, one of whom attends to shipping orders and the other sending out Individual Nursing Cards and Traveling Men's Cards.

Total 7

Summary of the years work for groups

Number Groups	Jan. 1921 -	1190
"	"	Jan. 1922 - 1210

1. Change in method of handling service

The outstanding feature in the mechanics of giving Welfare service to the groups has been the transfer from direct service from the Home Office to the group, to handling it through the managers. The response from the managers has been most satisfactory.

By July all except 11 had answered the first or follow-up letter. At present, of the 366 managers handling 958 groups we have heard at least once from all except 2. These 2 have corresponded with the Home Office about Welfare activities the not directly with this division.

@ 204 groups are still handled direct. We have heard from all but 51 of these. From some firms there have been as many as 6 letters since July 1 -

A regular call-up system has been introduced whereby managers or groups are written and sent literature every 6 weeks where there is nursing service and every month where there is no service.

2. Nursing

Attempts have been made to increase group nursing by using the following methods:

- a. Increased and regular correspondence with nurses.

A call-up system has been installed for these letters as

@ Based on total of 1162 - Dec. 1, 1921.

(Cont.2)

for managers. 183 individual nurses have been written to with 35 replies. A total of 382 letters have been sent to nurses since May with 136 replies.

- b. Nursing Field Supervisors are written to every 2 months and the situation in their territories reviewed - new forms enclosed etc.
- c. Reports on groups are furnished supervisors before they start out on their tours.
- d. The so-called Minneapolis experiment whereby a nurse is authorized to call every 2 weeks on each group has been extended to 6 other cities for 3 months' trial.
- e. Individual nursing cards have been distributed since

YOUR GROUP LIFE CERTIFICATE ENTITLES YOU TO THE
SERVICES OF A PROFESSIONAL VISITING NURSE.
WHEN ILL OR INJURED, CALL

VISITING NURSE ASSOCIATION
292 BROAD STREET
NEWARK, N. J.

TELEPHONE: BRANCH BROOK 8438

VOTRE POLICE DE GROUPE VOUS DONNE DROIT AUX
SERVICES GRATUITS D'UNE GARDE MALADE DIPLOMÉE.
EN CAS DE MALADIE OU D'ACCIDENT, APPELÉZ

LES GARDES-MALADES DE LA METROPOLITAINE
CH. AS. EDIFICE ST. DENIS.
MONTREAL, P. Q.

TELEPHONE: EST 1198.

June to 317 groups. Over 150 orders are being worked
on at present.
f. Traveling Men's cards



METROPOLITAN LIFE INSURANCE CO.

MR. _____
IS A GROUP LIFE CERTIFICATE-HOLDER
EMPLOYED BY _____

NAME _____

ADDRESS _____

POLICY No. _____ CERTIFICATE No. _____

Lee McFrank

TRIED VICE PRESIDENT

YOU ARE ENTITLED TO METROPOLITAN NURSING
SERVICE FOR THE YEAR 1922, WHENEVER YOU ARE IN
A DISTRICT WHERE IT HAS BEEN INSTALLED. IN CASE
OF ILLNESS OR ACCIDENT, TELEPHONE THE LOCAL
OFFICE OF THE

METROPOLITAN LIFE INSURANCE CO.

1922

were first sent out September 22. 943 cards have now
been issued to 101 groups. Additional orders for the
1922 cards are now being filled. This card has been
popular as a selling point.

- g. For New York groups a directory of 150 suburban nurses
has been issued. This is to be printed in a folding
leaflet form and will go to 25,000 group certificate
holders.

(Cont. 3)

- h. 221 Introductory calls to explain nursing service were made.

Report of Nursing visits made to Certificate-holders

	<u># Groups</u>	<u># Cases</u>	<u># Visits</u>	<u>Cost</u>
Dec. 1920	217	478	1361	1306.79
Jan. 1921	156	682	1955	1531.02
Feb.	158	638	1503	1638.14
Mar.	165	806	2224	1941.14
Apr.	153	606	1799	1645.36
May	130	577	1763	1699.06
Jun.	130	522	1780	1502.55
Jul.	83	438	1210	1135.00
Aug.	96	409	1274	1118.07
Sep.	93	475	1189	1110.14
Oct.	115	535	1427	1263.68
Nov.	134	551	1421	1317.19
Total 1684		6717	18,906	\$17,208.14

Approximate classification of use of nursing service to October 1, 1921

	<u># Groups</u>	<u>%</u>	<u># Employees Represented</u>	<u># Cases</u>	<u># Visits</u>	<u>Cost</u>
⊕ Regular use	114	10 1/3%	44,803	4,623	12,245	\$12062.05
Occasional	285	29%	66,321	672	2,151	1468.91
Not used	615	60 2/3%	81,441			
No service	200	16 1/2%	40,461			

⊕ Means used every month; or 3 months in succession; or 6 months out of the year.

3. Correspondence with Superintendents of Agencies

In addition to regularizing correspondence with nurses and Nursing Field Supervisors, the system has been recently instituted of writing the Superintendents of Agencies periodically reporting on outstanding points re welfare service in their territories.

4. Circular letters

The following were sent out during the year

<u>Subject</u>	<u>date</u>	<u>To whom</u>	<u>Response</u>
"Smallpox"	Apr. 25	To all groups	(8 firms
"Seats for Employees"	Jul. 12	160 Mgrs. for groups	(9 mgrs.
"N.Y. State Industrial Comm.			
"Lengthening Life Thru Ins. Work"	Aug. 3	To all mgrs. for their groups & to direct grps.	(2 Groups (8 Mgrs.
"Immigrant Service & Citizenship Bureau"	Nov. 29	To all mgrs. for their groups & to direct grps.	(8 Mgrs. (20 groups

(Cont.4)

5. Requests for special service received the latter part of the year range somewhat as follows:

- a. Assistance in getting up Milk Pamphlet - Polish Everybody's Daily.
- b. Advice in establishing Welfare Division in a small department store - D. Berger, Leveman & Taitlebaum.
- c. Summary of welfare, and health work for industrial employees, publications and organizations interested. Vice minister of Agriculture in Rome.
- d. Food value of cereals to be used in a campaign with their subscribers - Polish Everybody's Daily.
- e. Cost of laundry and cafeteria - necessary equipment, free versus cost lunches - Federal Reserve Bank, Cleveland.
- f. List price, and sources of Welfare Films for Community Work - Ohio Machine & Tool Co.
- g. Personnel, equipment, rules, size etc. of a vacation and rest house for employees - Carnegie Steel Co.
- h. Care for tubercular employee - Wm. Demuth Co. - N. Nathan Co. Johnstown, Pa.
- i. Disposing of Skim Milk. A cheap method of, in keeping with Health laws - Queen City Dairy Co.
- j. Summary of Welfare work done by N.Y. City Department Stores - Mr. Palmer of Group Sales for a prospect.
- k. Reports on textile groups by industries and by states - Mr. Corcoran and Mr. Crandall - Group sales.

To enable quicker handling of these cases a file of industries containing material on particular hazards, problems, progress etc. with testimonials from groups has been arranged.

6. Industrial Service Bulletin.

This is sent to all groups automatically.

7. One group edition of the Metropolitan magazine has been prepared and is being distributed with literature to groups.

8. Community Activities

a. Kingsport

The Health Officer and the 2 nurses have been continuing their work at Kingsport during 1921.

The effects of health supervisions are shown by these facts-

1. During November not a single case of contagious or infectious diseases appeared in the city.
2. For the 3 months of school from Sept. to Dec. 1 no child had been absent from school because of these diseases.
3. During Sept. there was not an absence among the school children due to any type of sickness.
4. Of 27 births in one month there were no still births.
5. In July 1920 there were 6 deaths of babies under 2 years compared with 2 in July 1921.

(Cont. 5)

The Baby Clinic has been most successful. It has gone through 2 summers without a death or serious illness among those attending. In 1920 - 19 babies came regularly: In 1921 - 49

The Children's Clinic, started as a result of the Health Officer's examination of school children, has been carried on by the school nurse. Dr. Yancey has cooperated in this work by vaccinating 614 children and by lecturing on Health topics in the schools.

The Health center is continued. The Aetna nurse has been withdrawn and the accident cases in the industries are now handled at the hospitals and by individual doctors.

The nurses are very popular and the co-operation between them and the local doctors is very good. Though the Industries have been working with a reduced force the nursing calls have continued.

Dr. Yancey is planning to examine a number of the employees in Kingsport to make a study of the physical condition of the average working man.

b. St. Joseph Lead Co. - Bonne Terre, Mo.

The work with this company was begun in 1919 with a survey of their holdings. This was followed by the construction of a pasteurization plant. In 1920 the Metropolitan supervised 4 nurses in this district, paying the salaries of two of them.

Gradually the suggestions made in the health survey are being adopted. In addition to the improvement of the milk supply, sewers have been installed and the water supply improved.

The question of nursing the town people - neither employee of the company nor Industrial Policyholder's - arose, this year but it was decided to confine the activities to the two groups of Policy Holders.

The nurse in Herculanum was helpful in organizing a Parent-Teachers Assn.

During 1921 it has been necessary to install new nurses as the living and transportation facilities of the town have not been comfortable enough to withstand the attraction of other openings.

At present there is only 1 nurse employed but a very complete Health program has been outlined in which the nursing service will be combined with the services of a full-time Health Officer. Details of the plan are being worked out.

(Cont. 6)

9. Distribution of Welfare pamphlets

	<u>#Pamphlets distributed</u>	<u>Groups served</u>	<u>Total # active groups</u>
Jan.	10310	38	1190
Feb.	29642	121	1199
Mch.	67628	465	1202
Apr.	121843	524	1166
May	240027	748	1174
Jun.	128407	563	1183
Jul.	150548	842	1183
Aug.	124425	587	1167
Sep.	124512	716	1151
Oct.	223560	1075	1163
Nov.	226317	873	1162
Dec.	Ⓢ 29522	107	—
Total	1,476751	6659	Aver. 1176

Ⓢ Calendars not included.

10. Cost

Nursing Service	17556.84
Furniture	516.44
Printing & Pamphlets	20663.39
Travel	181.83
Express, Mail, Freight (U.S)	1627.98
" " " (Can)	409.83
Clerks' Salaries	8198.00
Miscellaneous	128.91
	<u>49283.22</u>

W. Lee Crosby