

PETTY LARCENY
Honeoye Falls celebrated a larceny committed 100 years ago, when one fire department stole another's iron firefighter. Story, 3B.

TUESDAY, OCTOBER 29, 1991

AROUND OUR REGION
R.I. first lady has surgery on knee

Rhode Island First Lady Marjorie Sundin underwent three hours of surgery yesterday to repair a bone fracture below her right knee. Strong Memorial Hospital spokesman Robert Loeb said. Doctors approved the surgery after Sundin's brain swelling decreased and her lung function improved overnight. Loeb said. During the operation, orthopedic surgeon Dr. Wayne Sebastianelli inserted pins into the bone above and below the fracture. The pins protrude through the skin and are attached to a metal frame that encircles the leg. The surgeon spent about a half-hour operating on Sundin's left ankle, which also was broken and has been in a cast. Loeb said Sebastianelli "was pleased" with the surgery and "expects both legs will heal properly." Sundin has been unconscious since she was hit Oct. 21 by a car driven by a 76-year-old woman. The accident happened while Sundin was walking in her hometown of Geneva, Ontario County, where she was visiting her mother and campaigning for a former running for town clerk.

Doctors performed eight hours of brain surgery last week to remove two blood clots. Sundin was listed in guarded condition yesterday in Strong's intensive care unit. The first lady has purposely been kept sedated because she is on a respirator to aid her breathing, Loeb said. Sundin's husband, Gov. Bruce G. Sundin, flew back to Rhode Island yesterday and is expected to return to Rochester tomorrow, Loeb said.

Police seek volunteers in search for Honeoye woman
CANNANDAIGUA — Authorities in Stowe, Vt., were planning to ask today for volunteers to help in the continuing search for an Ontario County woman who has been missing since Oct. 21.

Police said the roommate of Patricia A. Scoville, formerly of Honeoye, reported her missing Wednesday, two days after she didn't return home from a bicycle ride. The 28-year-old woman's mountain bike was found Thursday near Moss Glen Falls, a rugged, wooded section of Stowe popular with hikers and hunters, said Nancy Kaplan, dispatcher for the Stowe Police Department.

The search was called off because of darkness about 7 1/2 night and will resume at 7 this morning, a dispatcher from the Stowe Police Department said. Scoville's parents, Ann and David Scoville of Honeoye, have been in Stowe since Thursday.

The missing woman was described as 5-foot-2, about 100 pounds, with brown eyes and curly, brown, shoulder-length hair. She was wearing a pink sweatshirt and tan bike shorts when her roommate last saw her, police said. Kaplan said the search had not turned up any objects other than the bike that could be traced to Scoville.

Batavia man dies in crash with truck going wrong way
The Associated Press

SYRACUSE — A Batavia man was killed Sunday when his car smashed head-on into a pickup driven by an 81-year-old man heading the wrong way on a highway, state police said. James Roth, 30, of Batavia, died of massive injuries, police said. The other driver, George F. Klodien Sr. of Cicero, Onondaga County, also died of massive injuries.

The accident occurred about 6 p.m. Sunday on Route 481 in North Syracuse, police said.

State officials hold dialogue for residents of Genesee
GENESEE — Four New York State officials will hold an informal town meeting at 7 tonight in Genesee High School's auditorium.

Began three years ago by Gov. Mario Cuomo, the so-called community dialogues are intended to enable people to talk about the way state programs affect their local areas.

The four officials are June O'Neill of the state Office of Rural Affairs, Agriculture Commissioner Richard McGuire, Peter Mansuetti of the state Department of Economic Development, and Peter Bush, director of Region 8 and Department of Environmental Conservation.

Anyone wishing to speak is asked to register in advance at the city office.

Geneva to hold planning session for ChristmasFest '91
GENEVA — A planning session for Geneva's "Downtown ChristmasFest '91" will be held at 7 tonight at the South Opera House. It is open to the public.

AREA DEATHS

Johnston, LaVergne (Buckey), Nunda, Oct. 27.
Harnes, Evelyn L., 89, Clyde, Oct. 27.
DeCook, Otis, 85, Lima, Oct. 27.
Farley, Harold H., 86, Leicester, Oct. 27.
Farmington, Joyce W., 60, Saranac, Oct. 27.
Rudy, Gabrielle M., infant, W. Bloomfield, Oct. 25.
Speczansky, Vera L., 69, Wadsworth, Oct. 27.
Turner, Joseph D., 86, Victor, Oct. 25.

REGION/WEST

Democrat and Chronicle

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NEW YORK 4B
GOOD MORNING 8B
MOVIES 8B
COMICS 7B

ROCHESTER, N.Y.

Hospitals try quality program

Employee groups tackle problems

By Laura Dufferbaugh

When worker absenteeism became a chronic problem at Park Hope Nursing Home, a group of employees put their heads together and created a policy aimed at curbing it. The policy has been in place only a few weeks, but already absenteeism has been cut in half.

At Strong Memorial Hospital, an employee group studied the reasons behind the long waiting times in the emergency department and eventually succeeded in reducing the wait.

The technique they used is called total quality management, a program widely used in Japanese industry since the 1940s, but introduced in the United States only in the last decade.

The program focuses on improving each stage of a process, rather than waiting until the end to weed out the bad products of an

imperfect — and thus costly — process. All employees — not only top managers — are involved in ferreting out problems and deciding on solutions. The idea is that when the bugs are worked out, the customer is happier, workers are happier and costs plummet.

Until recently, total quality management was used mostly in industry. Xerox Corp. rebuilt its company on the philosophy. This spring, Rochester-area hospitals decided to apply the technique in the face of rising costs and limited outside funding.

"It fits right in the face of everything all our MDAs learned in school," said Leo Bridesau, executive director at Strong. "It says management does not have all the answers. The people with the answers are the ones doing the work."

Several local hospitals have been using total quality management for a year or more, but this spring, most of the hospitals formed a coalition called Partnership for Quality, sponsored by the Rochester Area Hospitals Corp. and the Industrial Management Council. Lakeside Memorial Hospital in Brockport also has joined. Genesee Hospital is using the program on its own, but hasn't decided whether to formally join.

"I says management does not have all the answers. The people with the answers are the ones doing the work."

— Leo Bridesau
Executive director,
Strong Memorial Hospital

Each hospital will design or continue a program of its own, but the coalition will serve as a support system, and will monitor the hospitals' progress.

"You always get skepticism — that this is management's flavor of the month. You have to demonstrate you're committed to this over time," Bridesau said. "Once we get past that, enthusiasm is spectacular. It allows us to correct things that have been driving us crazy over the years."

The total quality program was invented by W. Edwards Deming, an American statistician who, falling to interest U.S. industry in his idea, took it to Japan.

The country was recovering from World War II and embraced Deming's plan as a way to bring credibility to its products while selling them at competitive prices. It worked and soon American companies sent representatives to Japan to find out how that country was selling quality products at such low prices.

Xerox Corp. has used total quality management for about eight years, spurred by Japanese companies that were selling copiers for the same amount of money it took Xerox just to manufacture them.

The company already had started studying other companies and involving more workers in the problem-solving process and eventually embraced total quality management as a whole.

Most local hospitals still are in the training stage — teaching employees the language of total quality management and the ideas behind it. Some have formed "project teams" that will select problems they want to solve and then work on solutions.

The effects are long-term. "It will take at least five years before we can really say this is how we do things at Park Ridge," said Tom Brady, senior vice president for administration at Park Ridge Health System.



'Undaunted dedication'
Director Carolyn Micklem stands in a playroom at the Family Resource Center, 283 Webster Ave., which she founded a decade ago on a tiny budget.

Family-center director to receive award

By Carol Ritter

Democrat and Chronicle

Her agency strengthens families, self-esteem to deter kids from crime

The founder of an agency that tries to steer young people away from involvement with crime will receive the second Charles F. O'Neil Pax Humanism Award tomorrow.

Carolyn Micklem, director of the Family Resource Center at 283 Webster Ave., will be honored at 9 p.m. tomorrow at City Hall.

The award, a glass sculpture suggesting an eternal flame, was established by the City Council in 1989 in memory of Charles F. O'Neil Sr., to carry out the late defense lawyer's legacy of "undaunted dedication to the principles of peace, justice, fairness, freedom and human understanding."

Strengthening family ties and boosting self-esteem is the best way to keep children on the right side of the law, Micklem said. She explained why she founded the Family Resource Center a decade ago.

"I was working as a community organizer for the Judicial Process Commission of the Genesee Ecumenical Ministry, and we were trying to reform the jails. It was frustrating."

"I found that all these negative interventions just don't work. It was obvious that rather than reform the institutions, we should try to reform the people."

Starting in early childhood seemed the logical way to make important changes, Micklem said. So with the assistance of a friend who is a nun, she founded the Family

Resource Center on a tiny budget. The agency now has five full-time and 10 part-time paid employees working with 300 families, or about 600 individuals, Micklem said. Financial support comes from United Way of Greater Rochester, foundations, churches, individuals, and state and local governments.

A program for infants and preschool children at the center is operated much like a nursery school, said Micklem. "Children learn how to share, how to be with adults who are not their parents, and they learn language skills. At the same time, we have parenting classes and courses to teach job skills for women, including young adult mothers 18 to 25 whose lives are stagnant, stuck."

Favorites are taught how to treat their children with love and patience, how to control their anger and curb family violence, Micklem said. An annual day-of-donor effort in a six-block circumference from the center locates people who would benefit from its programs, she said.

Trial begins in King Fish robbery

By J. Leslie Dopho

Democrat and Chronicle

Stated in a wheelchair instead of the witness chair, Robert Morgan recounted the day his family's Rochester fish market was robbed by an intruder who shot Morgan in the back, then demanded that he get up and retrieve cash from the register.

"I said, 'I can't, my leg aren't working,'" Morgan, 34, told Monroe County Court Judge John Connolly yesterday.

"My mother came in and he told her, 'If you don't want to lie next to him, then open the register,'" Morgan recalled.

The bullet from the .207-caliber magnum handgun entered Morgan's left side and exited the right, severing the spinal cord. The injury left him permanently paralyzed from the waist down.

Michael Ramsey, 25, formerly of Highland Avenue, is on trial for 13 charges stemming from Morgan's shooting and another attempted robbery. The most serious charges include attempted second-degree

Mayoral foes swap gibes on lakefront, leadership

By Mary Hodgdon

Democrat and Chronicle

CAMPAIGN '91
CITY OF GENEVA

GENEVA — Republican Jack Starr is being challenged by the Democrat who lost the mayor's office to him four years ago and by a political newcomer running as an independent.

Frank Coere Jr., mayor from 1984 to 1988, says Starr's lack of leadership has paralyzed progress on the city's Seneca Lake development project, considered by many as Geneva's mother lode.

"Jack's a nice fellow, probably a nice fellow than I am, but what has he done? The lakefront was empty when I left. It's only now, four years later," said Coere, who has operated a downtown restaurant for nearly 25 years.

Starr said his administration inherited a host of project problems, such as a poorly worded contract with Max Farah, the Brighton developer previously lined up to build a hotel and condominiums on the lakefront parcel of nearly 60 acres. Farah was dumped last year by City Council, which said he wasn't moving fast enough with the project. The city continues to search for developers to take on the proposed marina and condominium complex.

Required state Department of Environmental Conservation testing at the site also slowed the project by two years, Starr said. "It was far from being a viable project when we inherited it. The public was led to believe everything was shipshape, but this wasn't the case."

Starr also said Coere was a devious mayor who split City Council. "Coere, who denies that charge, said Starr lacks leadership."

For example, Coere said Starr played golf rather than attend a meeting where Farah was confronted before being fired to attend the meeting.

"I was advised to stay away, so I did. I had no qualms whatsoever. It was men's day at the club, so I went."

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