

# The Duke University Medical Center Archives and Memorabilia Department

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## Guide to the B. Fred Brown Papers, 1991-1993

Contains the records of B. Fred Brown (d. 1993), assistant to chancellor of health affairs (1986-1993) and chief operating officer of the Duke University Medical Center (1990-1993). Types of materials include correspondence, budgets, minutes, planning documents, incident reports, audits, and space planning materials. Also includes letters of application for the position of Director of Social Work. Major correspondents include hospital staff, hospital administrators, and committee members including John Robinette, Pete Bennett, and Ralph Snyderman. Major subjects include Duke University Medical Center history and administration, hospital management, hospital service improvement, patient-centered care, and building design and construction. Materials range in date from 1989 to 2003. Contains restricted materials.

### Descriptive Summary

**Collection Title:** B. Fred Brown Papers, 1991-1993

**Creator:** Brown, B. Fred (Burdeen Fred)

**Extent:** 1 record storage box, 1,500 itemses, 1.5 linear feet

**Processed By:** Archives staff and Emily Glenn

**Date Completed:** June 2003

**Encoded By:** Emily Glenn

### Biographical/Historical Note

Burdeen Fred Brown began work at Duke University Medical Center in 1978, when he joined the Veterans Administration Medical Center as Director. In 1986, he became assistant to the chancellor for health affairs. In 1989, he also took on the position of chief operations officer. As the assistant to the chancellor of health affairs, Brown worked with various committees concerned with hospital safety, equipment testing, cost effectiveness, and customer satisfaction. He also mediated conflicts between hospital contractors and advised on various hospital use concerns like traffic flow and bus service for patients. As chief operating officers, he retained many duties of the assistant to the chancellor. Some of his new duties included implementing cost-effectiveness programs and utilizing auditors and contractors to improve the general quality and value of Duke University Medical Center services.

Brown served the Duke University Medical Center until his death in 1993. His duties were assumed temporarily by John Robinette, then Director of Patient and Visitor Services.

### Collection Overview

Contains correspondence, subject files, reports, memoranda, and minutes pertaining to the operation of the Duke University Medical Center, particularly the Department of Patient Relations. Materials were mostly created during Brown's administration as chief operating officer from about 1989-1993.

Organized into the following series: Correspondence and Memoranda; Business and Committee Files; Patient Relations Files; Administration and Development. Contains restricted materials.

### Arrangement Note

The ordering system of these records was changed substantially from their original order during initial processing. Subsequent processing retained the imposed ordering scheme for consistency. Arrangement may vary among related collections.

### Online Catalog Headings

Duke University. Hospital.

Duke University. Medical Center -- Design and construction.

Duke University. Medical Center -- History.

Guide to the B. Fred Brown Papers, 1991-1993

Hospital Administration -- methods -- United States.

Hospitals -- North Carolina -- Administration.

Hospitals -- North Carolina -- Durham -- Finance.

Patient-Centered Care.

Quality Assurance, Health Care.

[Related Material](#)

Robert G. Winfree Papers.  
Duke University Medical Center Archives.

Jane Elchlepp Papers.  
Duke University Medical Center Archives.

Bernard McGinty Papers.  
Duke University Medical Center Archives.

James L. Bennett Papers.  
Duke University Medical Center Archives.

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[Detailed Description of the Collection](#)

**Business and Committee Files, 1991-1992**

Contains files pertaining to the outside business affairs of the Duke University Medical Center. These files mostly concern academic accreditation and financial status of the medical center. Ordered alphabetically.

Accreditation Council for Graduate Medical Education, 1992

American Red Cross, 1992

Baxter Healthcare, 1991

Continuous Improvement Council, 1992

Federal Bureau of Prisons, 1992

Institutional Committee for Graduate Medical Education, 1991

Johnson & Johnson, 1992

Joint Commission on Accreditation of Healthcare Organizations, 1992

Medicaid, 1991

United Way Task Force, 1991

University Hospital Consortium, 1992

Workers' Compensation program, 1992

**Patient Relations Files, 1991-1992**

Contains incident reports, statistics, correspondence, and other documentation regarding patient/staff interactions, security and safety incidents, and work of the Patient and Visitor Department. Materials range in date from 1991-1992. All materials in this series are restricted. Ordered alphabetically.

Inpatient care activities, 1992

Medication incidents, 1991

Patient complaints and correspondence, 1992-1993

Patient incidents, 1991

Patient and Visitor department annual report, 1991-1992

**Administration and Development, 1991-1993**

Contains administrative and internal reports and correspondence pertaining to the Medical Center's goals, performance, and service enhancements. Materials range in date from 1991-1992. Ordered alphabetically.

Guide to the B. Fred Brown Papers, 1991-1993

Duke University Hospital mission statement, ca. 1991-1992

Hospital departments, organizational charts and reports

Laundry access and development, 1991

Management engineering progress reports, 1991-1992

Operational audit, Management Dynamics, Inc., 1992

Point of Care testing program, 1991-1992

Total Quality Management plans, 1992