MMC Registered Nurse Erin Grenier started wondering if something really was in the air at Labor and Delivery when the fourth of her colleagues announced her pregnancy. Grenier is the first of nine nurses on the L&D floor who are expecting babies between April and July of this year. In order of their due dates, they are Grenier, and fellow Registered Nurses Rachel Stellmach, Brittney Verville, Lonnie Soucie, Amanda Spear, Samantha Giglio, Nicole Goldberg, Nicole Barnes and Holly Selby.

“I guess I started a trend!” Grenier joked.

Some of the nurses are second, or even fourth-time moms. Others are first-time moms. All say their experience working with each other, and helping other mothers deliver their children, is preparing them well for what’s ahead.

“Everywhere we look, there’s someone who’s an expert!” Spear said.

Seven of the nurses work the same weekend shift. With several months to prepare, the hospital has proactively planned to cover all those shifts. More than anything, the baby boom has become a bonding experience.

On March 23, eight of the nine nurses got together for a photo that they posted on social media. It quickly went viral, and they received interview requests from media all over the world.
Beginning April 1, Maine Medical Center will be offering all patients the opportunity to give us real-time feedback on what we did well, and where we can improve.

Our goal is to ensure that we addressed our patients’ healthcare needs in a timely and respectful manner. Our third-party vendor, NRC Health, will email or call patients within 48 hours of discharge, asking about their visit.

Our hope is that by providing these surveys in a timely manner, our patients will be able to remember key details that can help us to provide even better patient care throughout the medical center.

The survey consists of 15 questions, such as:
- Did the care providers explain things in a way you could understand?
- Did the care providers explain what to do if you did not get better after leaving?
- Were you given enough information about your medications?
- What else would you like to say about your experience?

Patients can opt out of the survey by emailing MMC at patientexperience@mmc.org.

Survey Gives Patients Opportunity To Offer Real-Time Feedback

Heidi DeBlock, MD, FCCM, FACP has joined Maine Medical Partners – Hospital Medicine. Dr. DeBlock comes to us from Albany Medical Center where she was a critical care attending physician in the Surgical and Neurosciences Intensive Care Unit. She also served as a medical student advisor and director of Critical Care Medicine IV Clerkship at Albany Medical College.

Dr. DeBlock received her medical degree from State University of New York at Buffalo, School of Medicine Biomedical Sciences. She completed her residency in the Primary Care Program in Internal Medicine and fellowship in Critical Care Medicine from Strong Memorial Hospital in Rochester, NY.

Since 1990 she has been a Visiting Research Scientist in the Cardiovascular Physiology Laboratory at NASA/Johnson Space Center, where she studies arrhythmogenesis and orthostatic hypotension. She was the recipient of NASA’s Special Spaceflight Achievement Award.

When not working, Dr. DeBlock enjoys traveling, soaring, playing the flute and bassoon, skiing and many sports. She is married to the Rev. Dr. Scott DeBlock and has three daughters.

Mark Alexander, MD, of Boston Children’s Hospital was newly appointed to the Maine Medical Center Medical Staff. Dr. Alexander received his medical degree from Northwestern University Medical School and will provide pediatric cardiology care.

Aurora Quaye, MD, of Spectrum Healthcare Partners, PA was newly appointed to the Maine Medical Center Medical Staff. Dr. Quaye received her medical degree from Harvard University at Cambridge and will provide anesthesiology and perioperative medicine care.

Last week’s What’s Happening incorrectly stated Anne-Mary Gray’s department at MMC. She works in the CTICU.