

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Operational Excellence Recognizes Teams for Success in Innovation



More than 250 people attended The Third Annual Operational Excellence Poster Fair and Award Ceremony on Oct. 23. Teams and individual colleagues from Maine Medical Center

and Maine Medical Partners were recognized by peers, leaders and patient advisors for their improvements in quality, safety, team engagement and affordability of care.

The A3 Storyboard Poster Fair celebrated projects leveraging Operational Excellence to advance patient care and staff experience in innovative ways. Maine Medical Center is honored to be invited by the 2018 IHI National Forum to present nine posters and a podium presentation.

In his keynote address, Don St. Germain, MD, vice president of research at MMC and director of the Maine Medical Center Research Institute, recognized that the kind of innovation and self-reflection that Operational Excellence requires is not always easy.

“It takes guts and it takes courage to do the work of Operational Excellence,” St. Germain said.

2018 winners of the Paul Cox, Jr., MD, Memorial Award for Quality were announced during the celebration. The Interprofessional Cardiology Team R9W received a first place award. Second place was a tie between the Blood Bank and the SCU 2, 3 and 4 Teams. Third place also was a tie between the ED, R2, P3CD Teams and the Infant Vitamin D Quality Improvement Team.

PEOPLE NEWS



John Lowery, DO, PhD, has joined Maine Medical Partners – Falmouth Family Medicine as an attending

physician, associate medical director, site leader and residency co-director.

Dr. Lowery received his medical degree from University of New England College of Osteopathic Medicine and his post-doctorate from University of Maine Graduate School of Biomedical Sciences.

He completed his Family Medicine residency at Central Maine Medical Center. Dr. Lowery comes to us

from CMMC, where he was the Medical Director and faculty member for their Family Medicine Residency program.

His clinical interests include osteopathic manipulative medicine, sports medicine and preventative care.

When not working, Dr. Lowery enjoys spending time with family and going outdoors.



Zhyldyz Kabaeva, MD, has joined Maine Medical Partners – Cape Elizabeth Internal Medicine.

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*'People News'
From Front*

Dr. Kabaeva is Board certified in Internal Medicine and received her medical degree from Kyrgyz State Medical Academy in Kyrgyzstan.

She completed an internal medicine residency at Kyrgyz National Center of Cardiology and Internal Medicine, and a second residency at Saint Joseph Mercy Hospital in Ann Arbor, Michigan, where she was Chief Resident.

She has extensive basic science research experience through her work at Charité - University Medicine Berlin, Germany, and University of Michigan, Ann Arbor.

Dr. Kabaeva's special interests include heart disease, diabetes, skin conditions and women's health. She is passionate about teaching and keeping up with medical science.

In her spare time, she enjoys spending time with her husband and two children as well as traveling and reading.



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Patients Recognize Their Healthcare Heroes With Gratitude



MRI technologists James Oakes, Stephanie Trott and John Ewing were recognized as Healthcare Heroes

Congratulations to the MMC colleagues and teams who recently received recognition as Healthcare Heroes!

Healthcare Heroes, a program through the

Philanthropy Department, provides an opportunity for patients and their families to honor someone at MMC or MMP who had a meaningful impact during their experience with our hospital.

MRI technologists James Oakes, Stephanie Trott and John Ewing were nominated by a former patient who wrote, in part:

“I’ve had four previous MRIs, all a good experience. But Radiology in September 2018 was the best yet – a 5-star rating ... They listened to my needs and made me most relaxed ... What a credit to MMC are these three.”

Patient navigator Gina Blaszyk, RN, was nominated by the friend of a former patient, who wrote:

“I wish to thank Gina Blaszyk for her timely assistance in January 2018. I am not sure where we would have been without Gina’s

tenacity and persistence at getting a hospice referral for my friend who took a very rapid downturn in his health. Although we knew he was terminal, we were not prepared. Gina put in the referral for hospice at home. She followed up and kept me informed every step of the way. Gina was my lifeline. Gina was instrumental in ensuring that my friend’s last hours were comfortable and that his family was supported. Thank you, Gina, you are an asset to Maine Medical Center, and you make the nursing profession proud. Words cannot express my gratitude, but thank you from the bottom of my heart.”



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