Maine Medical Center has earned a hospital quality and safety rating of five stars from the U.S. Centers for Medicare & Medicaid Services. Five out of five stars, the highest rating possible, was shared by only 337 of the 3,692 hospitals surveyed nationwide.

“This five-star rating is the result of our focused commitment to building an overall culture of patient-centeredness and safety,” said MMC President and CEO Rich Petersen. “This work reflects the total efforts of our entire organization – from front line care teams to the staff most patients will never see but who truly make a difference. We all play a role in providing safe and high-quality care, and I’m extremely proud of the recognition our entire team has deservedly earned.”

MMC is also one of only 25 U.S. teaching hospitals to earn a five-star rating.

You can help stop the spread of flu:

- Cough or sneeze into a tissue or your sleeve
- Clean your hands when visiting and leaving the hospital
- If you have a runny nose, fever, sore throat or cough, visit another day
- Talk to your doctor about the flu shot

MMC / MMP Engagement Update: See Back Page
# 2018 Employee Engagement Update

In 2017, MMC and MMP employees (non-medical staff) participated in an Engagement Survey to identify ways we can work together to improve our workplace. Organization-wide results were sorted into five broad opportunities for improvement (called engagement drivers), three at MMC and two at MMP. Below are updates on the work of addressing each driver.

## MAINE MEDICAL CENTER

<table>
<thead>
<tr>
<th>Engagement Driver</th>
<th>Action Planning Steps Completed to Date:</th>
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| My organization helps me deal with stress and burnout. | **OWNER:** MMC Engagement Council Subcommittee: Stress and Burnout (close collaboration with Staff Injuries Task Force’s Staff Support Subcommittee)  
- Expanding Peer to Peer support program. Peer calls after an adverse event or stressful situation. Increasing number of peer supporters for Patient Care Services. Pull key learnings from Med Staff peer support program. Additional training held on January 24, 2018.  
- Planning: Developing and implementing a standardized debrief immediately after codes or adverse events.  
- Planning: Surveying all departments to determine best practices to prevent stress and burnout on the local level and develop a department best practice playbook.  
- Planning: Using Institute for Health Improvement Joy in Workplace framework to survey staff on “What Matters to You,” |
| Abusive behavior is not tolerated in my organization. | **OWNER:** Staff Injuries Task Force with four subcommittees  
- Staffing Injuries Task Force Formed — Work organized into four sub-committees.  
- Training Subcommittee — Conducted surveys; Developed two potential models for further exploration: SWAT approach with specialized training and tiered training for care teams based on exposure to threatening behavior.  
- Proactive Management Subcommittee — Evaluation of peer organization policies; Assessment of MMC patient behavior materials; Beginning standardization of patient behavior and consequences processes/policies.  
- Patient Flagging Subcommittee— Exploring how to make flags (i.e. banners) be more visible, have more information and be more accessible; Create access to previous “behavioral” contracts to ensure consistent communication.  
- Staff Support Subcommittee — See MMC stress and burnout driver subcommittee for updates. |
| I have never been asked to compromise my values. | **OWNER:** MMC Engagement Council Subcommittee  
- Conducted open and anonymous focus groups and survey to help further understand the survey results.  
- Communicate currently available training programs and courses for managers that address issues identified in survey and focus groups.  
- Launch a campaign to reinforce our values throughout 2018 (Starting with Respect).  
- Develop and communicate a clear process for employees to bring their concerns to the organization. |

## MAINE MEDICAL PARTNERS

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| I am kept informed of the organization's future plans and direction. | **OWNER:** Employee Engagement Committee  
- Follow up interviews with staff indicated a range of definition for “organization.”  
- As a result, leaders are now expanding their “Year in Review” presentations to include information covering more than just practice or MMP information.  
- Senior leaders are developing a quarterly update to all staff with updates and details on key milestones.  
- Local practice leaders are incorporating organizational updates in their regular staff meetings and inviting senior leaders to add detail, answer questions. |
| I have helpful discussions with my manager about my career. | **OWNER:** Employee Engagement Committee  
- Senior leaders are meeting with practice leadership to ensure skill sets are well tuned for career conversations.  
- Leadership training opportunities are being developed to help managers better engage staff in career development conversations and pursue training and educational opportunities.  
- Working with managers and staff to shift our cultural emphasis from “jobs” to “careers” by identifying and creating “laddering” opportunities across a range of MMP positions.  
- Assessing with leaders the amount of time required for greater emphasis on career conversations. |