

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

MMC Celebrates the Value of Excellence in May

As May moves quickly by, we have been spending some time paying close attention to all the ways we commemorate “Excellence” throughout our organization.

Let us tell you first-hand – the number of acknowledgments and the words that accompany them are incredibly moving and truly speak to how dedicated we are to the very notion of excellence in our work. We have looked through nearly 500 such comments and have taken away some very interesting, moving depictions and have, in a rather unofficial fashion, done some synthesizing of all of this material.

Some awesome things seem to emerge that we would like to share:

- While we work in a space called “Healthcare,” the delivery of Excellence in work has no boundary

with regard to the actual work done. The sheer volume of acknowledgments and comments related to non-clinical services was very impressive, with essentially all dimensions of work ranging from Environmental Services to Accounting to Information Technology to Administrative Support being not only recognized, but hailed for the delivery of excellent service.

- Similarly, while our clear focus on patients guides us each day, there remains ongoing opportunities to display excellence in other venues of our work, with common attention paid to how we support each other. This is clearly a significant underpinning to our culture.
- The recognition of clinical excellence remains important to our organ-

izations and, despite the fact that we hold ourselves to the very highest bars we find the time to celebrate those individuals and teams that rise above others in their clinical work. This speaks to the never-ending desire to improve what we do and how we do it.

We continue to receive colleagues’ postings and emails and look forward to many more opportunities to celebrate Excellence throughout May and beyond.

Sharing these stories and seeing the commitment that resides throughout MMC and MMP to deliver Excellence in our work is not only inspiring for all of us, it helps us find the very best ways to deliver great care to our patients through the stellar actions of our own staff.

As a learning organization, these opportunities are truly priceless and the things we should celebrate each and every day. Thank you for your contributions to this month’s focus value of Excellence. We encourage you all to send us an email to the “Excellence” email address at MMC and to recognize co-workers through the Moment to Shine system tagged with the value of Excellence.

It’s all around us, every single day. Take care.

*The Excellence Value Team:
Steve Kasabian, Erin Graydon-Baker, Bill Horton and Paul Labbe*



Values in Action

Set high standards.

EXCELLENCE

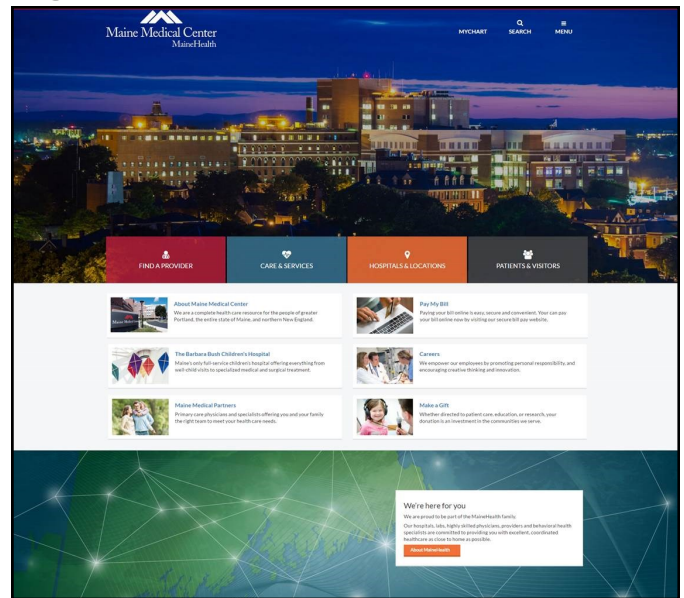
MMC, MMP, BBCH Unveil Redesigned Websites

Maine Medical Center, Maine Medical Partners and Barbara Bush Children's Hospital have joined other MaineHealth system members in launching our redesigned websites: mmc.org, mainemedicalpartners.org and bbch.org.

The new sites have a refreshed look and feel, improved navigation and the same reliable health information our communities depend on.

Significant improvements have been made to our overall site design:

- The new websites can be fully viewed on a desktop computer or mobile device.
- Content has been revised so patients and families can find the information they seek more easily.
- MaineHealth's Learning Resource Center is now integrated, offering valuable resources to users looking for health education information.
- And for the first time, a systemwide provider directory is available.



From Eastport to Eliot, patients and families have visibility into physicians, advanced practice providers and specialists like never before.

MMC Employees Recognize Each Other With Moments to Shine for Excellence

Bruce Wadleigh has received an award from Pamela Souza

"I wanted to take a moment and recognize the great collaboration and the outstanding work that was done on swapping the servers. Thank you for your dedication and support."

Joseph O'Malley and Mezmure Workneh were recognized by Scott Eugley

"What you guys do is often underappreciated, but the O.R. couldn't function without you. Today was a particularly busy day and you guys continued to pull through. Thank you!"

Barbara Pottlewhite has received an award from Margaret Estee

"Thank you so very much for your willingness to stay well past your scheduled hours today to support your co-workers and clinical operations. This is not the first time I have witnessed your teamwork/support. You are a professional role model for our department, always leading by example."

Sarah Booth was recognized by Christopher Petrick

"I really appreciate what you do daily, and watching, briefly, how you handled a pediatric patient really reaffirmed for me how much and how important the work we do is."



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