

# WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

## Pediatric Cystic Fibrosis Center Selected for Quality Care Award

The Pediatric Cystic Fibrosis Center at MMC has been selected as one of the 2016 recipients of the Cystic Fibrosis Foundation's (CFF) annual Quality Care Award: Recognizing Outstanding QI (Quality Improvement) Processes and Accomplishments.

Working with the CFF Center Committee, the CFF instituted the Quality Care Award in 2008. The criteria for the award is sustained quality improvement work that improved outcomes, including:

- Actively use clinical outcomes data to identify opportunities for improvement and document results of improvement efforts
- Align improvement efforts to result in measurable improvement in important clinical outcomes (process improvement tied to clinical outcomes with key drivers)
- Consistently and actively involve patients and families in identifying, designing, and/or implementing improvement efforts
- Employ innovative strategies to improve care processes and outcomes
- Implement system changes that result in high reliability of care processes

Ana Cairns, D.O., CF Director at MMC, has been working with Cindy Fletcher, R.N., Coordinator, and the CF multi-disciplinary team to improve pulmonary outcomes for children with CF for the past five years

through multiple quality improvement initiatives. From July 2015 - July 2016, the group was involved in a clinical transformation project on The Barbara Bush Children's Hospital (BBCH) inpatient unit. The project involved multiple disciplines and senior administrators working to improve the quality of the inpatient experience and outcomes for CF patients hospitalized at BBCH. They were successful in improving team communication, patient adherence, physical therapy, and respiratory therapy services on the unit.

### FLU SEASON HAS ARRIVED EARLY

Anyone with an employee badge gets the flu vaccine for free

See eNews for the October flu blitz schedule

All employees must be vaccinated, show proof of vaccination, or submit a declination form to Employee Health

## Flu Blitz Final Week October 24 - 28

**Monday through Friday  
8:30 - 11:30 a.m.  
P1A Bypass Corridor**

*Free flu vaccine  
for employees*

# MMC Employees Recognize Each Other With Moment to Shine

## **Crystal Dreyer has received an award from Cynthia Jones for Patient Centered**

I wanted to thank you very much for coming in extra on your days off these past couple of weeks, without your dedication and support we would not have been able to staff all our cardiac rooms. With your help we were able to care for all our open heart patients and get their surgery done so they could move on to recovery and a better state of health.

## **Yonatan Resnick has received an award from Deborah Linscott for Ownership**

Yoni, your continued support, facilitation, coordination, and follow-up related to timely chemotherapy administration is far above and beyond what is expected. You have taken on such a leadership role in this process, it has made a huge impact. It has resulted in improved care delivery and patient satisfaction, as well as improved safety. We will continue to work together to improve all aspects of chemo administration, but we appreciate all that you do.

## **Asunta Micucci has received an award from Lindsay Edwards for Innovation**

Thank you, Asunta, for your work over the past few months on the Access STEP Program. This program will ensure that our new hires have a seamless training experience. Your commitment to thinking outside of the box while developing this program is greatly appreciated!

## **Morgan Daigle has received an award from Victoria Ratigan for Integrity**

No matter the case or how messy the room is you always chip in and help, and it might not get said all the time but your extra hands really do help.

## **Donna Hildreth has received an award from Elizabeth Turro for Respect**

Donna went above duty today. On her way back from break today, she stopped and helped a very old visitor find his wife who was upstairs in surgery. He asked her not to leave him alone, so she found someone to help, and they found her [his wife]. Big thank you, Donna.

## **Amy Joslyn has received an award from Crystal Hiscock for Ownership**

Thank you for always going above and beyond in your role. Appreciate all your time dedicated to Advanced Access and leading the charge yesterday with the PSR group! You are appreciated and a valued member of the Portland Family Medicine Group!

## **Amanda Plummer has received an award from Lisa Grayson for Patient Centered**

Amanda spent 30 minutes on the phone with a patient using an interpreter. The patient was having a difficult time understanding what she was trying to tell him. She would not give up until the patient understood. She was so patient!

## **Christopher Sprague has received an award from Rodney Knights for Ownership**

Thank you for your assistance in completing the AR audit reports this year. I know you have had a lot to do with the improvements made to the reports allowing them to run faster and more efficient. Your expertise does not go unnoticed and I for one really appreciate all you do.



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