

# WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

## Three Times a Healthcare Hero for One MMC Physician

Emmanuel Soultanakis, M.D., a gynecologic oncologist, received recognition as a Healthcare Hero last week. This is third time he's been recognized by patients through the Healthcare Heroes program.

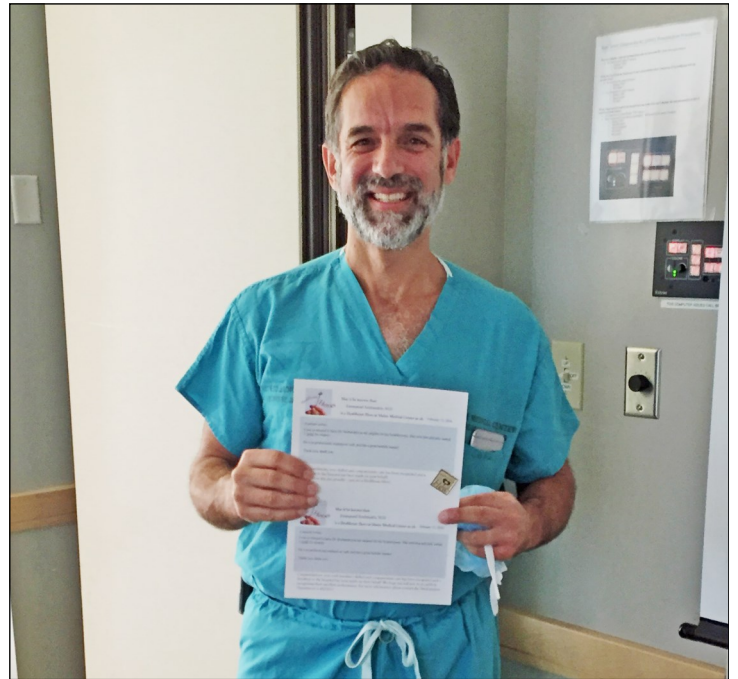
Healthcare Heroes provides a chance for MMC patients and their families to thank employees who especially touch their lives during their stay at our hospital. Awardees receive a certificate and a recognition pin along with the gratitude of the patients they care for.

Here is what patients had to say about Dr. Soultanakis:

*"I had surgery in September 2014. Doctor Soultanakis and his team did a great job."*

*"Thank you for the care and skill that you provided to me at my time of unprecedented (in my life) need."*

*"I was so blessed to have Dr. Soultanakis as my surgeon for my hysterectomy. He's so professional, explains so well, and has a great bedside manner. Thank you. Thank you."*



## Pet Therapy Program Brings Smiles to BBCH

As part of MMC's Pet Therapy sessions, patient Aleiah got to visit with Deagan, a 10-year-old Great Dane who has been part of the program for three years.

Pet Therapy dogs have been visiting our pediatric patients for 23 years. The sessions occur twice a week at MMC and provide a great opportunity for patients to relieve stress.

# **MMC Employees Recognized With Moment To Shine**

*Visit the MMC Intranet to Submit Your Moment to Shine*

## **Jamie Johnson has received an award from Anne Esposito for Ownership**

"Thank you for being enthusiastic about being an Op Ex champion. You are always up for a challenge. Others see you as positive and this enthusiasm reassures them. Kudos to you."

## **Heather MacLeod has received an award from David Brown for Integrity**

"It is a pleasure to work alongside you! You always step forward to tackle a complex issue, or lend support to fellow coworkers. Your brightness and positive attitude is always refreshing. You rock!"

## **Angela Vereshko has received an award from Heidi Gwinn for Patient Centered**

"I'd like to officially acknowledge Angie for jumping in our Operational Excellence initiative by agreeing to come in early and go on a gemba walk and to present the board that day. She should be recognized for jumping in at the last minute without much warning, and helping get our KPIs started. Angie is an exceptional leader of our unit and often quietly goes above and beyond expectations."

## **Margaret Caiazzo has received an award from Janice Pflugradt for Respect**

"When a complex neuroscience patient had to be admitted to SCU, you were more than happy to come help the patient receive the right care, as well as help the staff receive the support they deserve in caring for this specialty patient. Your calm, reassuring manner is appreciated, your ability to guide and teach without making peers feel inadequate for not knowing what to do is so refreshing."

## **Rebecca Barter has received an award from Anne Esposito for Innovation**

"Thank you for volunteering to champion a new initiative. As a night-staff person, you are sometimes overlooked or are unable to be a champion on new initiatives. Kudos to you for being a part of a solution."

## **Katrina Anderson has received an award from Amy Fournier for Patient Centered**

"Katrina, I wanted to thank you for putting together the competency for the Pneumatic Tourniquet. This educational tool will be used for all nurses and will increase our safety and awareness for this machine. By being competent in this skill it will increase the safety of care delivered to our patients."

## **Brian Van De Water has received an award from Magdalena Krakowiak for Integrity**

"I was working check-in desk when a man with a little girl walked in looking for the little girl's dad who had just been in car accident, she was very scared and upset. When he [Brian] saw this he immediately noticed and acted upon it out of the kindness of his heart. He made sure that she didn't need to be seen, and then he brought her a teddy bear and her face lit up immediately. We are very fortunate to have such a caring nurse in our department. Thank You!"