

# WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

## Cares For Kids Telethon Broadcasts Live From BBCH

The 27th annual Cares for Kids Telethon presented by Rowe Westbrook and Rowe Auburn broadcast live on WGME-13 all day October 15 from The Barbara Bush Children's Hospital (BBCH) atrium. The event raised almost \$50,000.

Throughout the day, viewers were introduced to BBCH patients and families, and the doctors and nurses who care for them. Volunteers from local businesses staffed the phone bank, and Miss Maine also showed up to take pledges. 100 percent of the funds raised during the telethon stay local and support the programs and services at BBCH.



*Pictured: WGME's Kim Block, left, speaks with 17-year-old Sara Blair, who is at BBCH for treatment related to cystic fibrosis.*

## Patient Experience: Making Care Personal

The Patient Experience Team's (PET) mission is to foster a culture of patient and family centered care that provides consistent and exceptional experiences for every patient and every family member, every time. They share and promote best practices, such as hourly rounding on patients with purpose, bedside shift reporting, leadership rounding on patients and staff, updat-

ing whiteboards, providing quietness kits, discharge follow-up phone calls, and teach back for education.

The team is composed of a multidisciplinary group of employees from both clinical and non-clinical areas, in addition to members from the Safe Patient and Family Centered Care Advisory Council, who bring an important patient and family

perspective to the work.

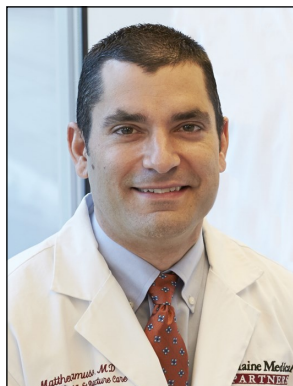
Last summer, PET members visited departments across the hospital on a "Listening Tour." More than 200 staff members offered thoughtful suggestions. This information has been gathered into a single presentation and will be brought to various committees and leaders over the next couple of months.

"Hearing inspirational stories from my co-workers about the patient centered care we provide gives me such a sense of pride in working at MMC," says Jeff Gregory, Project Manager, Center for Performance Improvement, and PET member. "The Patient Experience Team is ensuring that every patient and family is heard and their concerns are addressed."

# OCTOBER ANNIVERSARIES



*Sue Doliner*  
25 Years



*Matthew Camuso*  
5 Years

## 40 Years

Debra Kimball, ASU

## 35 Years

Dianne Breggia,  
Registration  
Corinne Conley, P6  
Gail DiFiore, Center for  
Clinical and Professional  
Development  
Ellen Hathaway,  
Employee Health  
Emmy Hunt, OB/GYN

## 30 Years

Marideth Beals, SCU  
Elisabeth Belmont,  
Legal Affairs  
Denise Brown, R9  
Nancy Farr, IS  
Lisa Lozier, Cardiology  
Alison McClure,  
Family Birth Center

## 25 Years

Susan Doliner,  
Development  
Sherry Elwell,  
Central Supply

Jon Murphy,  
Nutrition Services  
Beth O'Donnell, OR

## 20 Years

Michele Bednarz,  
Care Management  
Karen Driscoll, IS  
Richard Engel,  
Internal Medicine  
Karen Esposito, SCU  
Charlene Gillchrest,  
Pulmonary Medicine  
Roland Gosselin,  
Nutrition Services  
Stephen Hayes,  
Internal Medicine  
Terri Junkins,  
Family Birth Center  
Susan Mortenson, MMCRI  
Jennifer Parisien,  
Copy Center  
John Reynolds,  
Internal Medicine  
Robert Sturges,  
Internal Medicine

## 15 Years

Romeo Barcebal,  
Electrical Maintenance  
Sean Bonney, Distribution  
Tiruneh Bonni, Radiology  
Sheila Brown,  
Gibson Pavilion  
Sara Donnelly, BBCH  
Susan Elias, MMCRI  
Natalie Farrin, R7  
Kimberly Jackson, Adult  
Cystic Fibrosis Clinic  
Jennifer Kopp,  
Talent Shared Services

Kenneth Lamb,  
Distribution  
Daniel MacLeod,  
Gibson Pavilion  
Edith Micklon, Nursing  
Jason Plowman, Pharmacy  
Steven Plummer, EVS  
Jenny Skolfield,  
Medical Education  
Barbara Towers,  
Care Management

## 10 Years

Josh Barnes-Livermore, OR  
Karen Batura, SCU  
Janet Bentz, IS  
Benjamin Chiasson,  
MMCRI  
Jayne Conley,  
Talent Shared Services  
Eira Hyrkas, Nursing  
Marissa LaVerdiere, R2  
Jeffrey L'Heureux, ED  
Heather McClelland,  
Psychiatry  
Lisa Perkins,  
Family Birth Center  
Denis Rochette, IS

Pradeep Sathyanarayana,  
MMCRI

## 5 Years

Gail Burgess, SSC  
Matthew Camuso,  
Ortho Trauma  
Elizabeth Darling,  
Psychiatry  
Joseph DeGrinney,  
Internal Medicine  
Emily Demetriou,  
Endocrinology & Dia-  
betes  
Deborah Fox, IS  
Thomas Gridley, MMCRI  
Nicole Hutchins, ED  
Kimara Jebb, BMC  
Claire Jewell, Cardiology  
Robert Lavin, EVS  
Ethel Lewis, Registration  
Sandra Moody,  
Central Supply  
Christopher Murry,  
Otolaryngology  
Christine Norton, MMCRI  
Adam Ouellette, IS  
Hannah Ribbeck,  
Physical Therapy  
Frederick Roediger,  
Otolaryngology  
Kristen Sihler, Surgical Care  
Timothy Small, P6  
Patricia Smith, IS  
Ann Sturgeon, R9  
Marion Sutter, R7  
Jayne Thomas, IS  
Raymond White,  
Ortho Trauma



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