

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

In ED Drill, Docs Become Patients

On Monday, first-year Emergency Medicine Residents, also known as Interns, took on the role of patients in a drill designed to teach them about the Patient Experience. The drill took the residents from a mock trauma scene through triage, critical care, radiology, and treatment.

At right, C.J. Fox, M.D., Lori Crowley, R.N., and Lora Cook R.N., assess one of the trauma "patients," Diane Walsh, M.D.



Spend less time here. ↪



Don't wait for the long lines! Get your health screening at designated NorDx and hospital labs soon.

Deadline is July 31

3 Steps:



Health
Screening



Tobacco
Screening



Online Health
Assessment

MaineHealth
Works on Wellness

mainehealth.org/wowrewards

MMC Moments

See how employees are recognizing each other on Moment to Shine!

Olivia Tourangeau received an award from Leslie Lawrence for Patient Centered

Great initiative! Thank you for noticing the blue tags were missing from a tray for my first case and taking the initiative to get me a new one.

Deborah Baker received an award from Stacy O'Brien for Ownership

The DXA machine experienced problems which caused patient appointments to be cancelled. In response, Deb pursued timely repair of the machine and used her strong communication skills to keep all leaders and physicians up to date on the repair status. She worked diligently to notify patients of the equipment failure. Once repaired, Deb then went above and beyond to accommodate patients by overbooking her schedule to ensure the patients could be seen in the necessary time period. Deb you are the best at what you do ... your efforts are greatly appreciated!

Linda Spalding received an award from John Wainer for Integrity

Coding Reports Data: You knew something needed to be done and volunteered to do it without hesitation. Thank you!

Charlene Gillchrest received an award from Sally Whitten for Innovation

Window repairs: Charlene, I wanted to thank you for covering our supply room windows with sun reflective material that will protect our patient care supplies. I really appreciate the way you find solutions to our problems and then just implement the "fix" all by yourself. The windows look great, thank you!

Zachary Ward received an award from Michelle Freitas for Patient Centered

Phone etiquette/overall customer service: I sit here daily and listen to you on the phone with patients, impressed with your patient centeredness time and time again. I often think to myself, if I were the patient on the other end of the telephone, how comforted I would feel speaking with you. From the tone of your voice to your clear specifics to the empathy and friendship you offer via telephone (as well as in person) to our patients, I thank you! You never stop for one moment to think whether you should go over and above for any/all patients. The kindness and respect you deliver along with your extensive knowledge of FM is a much appreciated asset.

COMING
UP AT
MMC

Retirement Reception
for Rebecca Hitchcock
Wednesday, June 24
1 - 3 p.m.
110 Free Street
MMC B Conf. Room

Retirement Reception
for Sabin Burnham
Thursday, June 25
Noon - 3 p.m.
301 Route 1, Scarb.
Moosehead Conf. Room

The Color Run
to Benefit BBCH
Sunday, June 28
South Portland
thecolorrun.com

Allagash Beer Pairing
Event at Hadlock Field
to Benefit MCCP
Wednesday, July 1
5:30 - 7 p.m.

Golf Scramble
to Benefit BBCH
August 28, 2 p.m.
Sable Oaks Golf Club
South Portland

***For details on these
and all upcoming
events, check out the
Calendar on the MMC
Intranet.***



Maine Medical Center
MaineHealth

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