

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Get Ready, It's Your Moment to Shine!

Moment to Shine, MMC's new employee recognition program, gives employees the opportunity to acknowledge and recognize their colleagues whose behaviors align with our core values: Patient Centered, Integrity, Respect, Ownership, and Innovation.

Moment to Shine enables employees to send a "thank you" note to anyone in the organization for a recent achievement. The note's recipient can decide whether the recognition will be

visible on the site's company awards feed. Employees can view awards received by others on the feed and add their own congratulatory messages. In addition, employees can nominate a colleague for award points, redeemable for gift cards.

"Everyone likes to be acknowledged for their good work, and everyone likes to hear the words 'thank you,'" says Judy West, Senior Vice President & Chief Human Resources Officer. "Moment to Shine

takes this recognition one step further by offering employees the opportunity to formally show appreciation for a job well done through an easy-to-use website."

To send a thank you note, employees access Moment to Shine through the MMC Intranet, choose a recipient, write a meaningful message, and then follow prompts for choosing the appropriate award level. Managers are required to approve any recognition that includes award points.

Program highlights include:

- A variety of award levels to recognize varying levels of contributions, plus an "award advisor" to help you choose the right award when placing a nomination
- A social "company awards feed" where you can see recognition happening with your peers and congratulate others on their awards
- Points-based awards that you can redeem for

Continued on back

Celebrating Our Volunteers During National Volunteer Week

This week, Volunteer Services is celebrating National Volunteer Week, recognizing the outstanding work of MMC's volunteers. Their continued efforts support the hospital's dedication to high-quality, personalized health care for all patients.

"It is remarkable and humbling that so many bright, talented, caring people give so freely of their time on behalf of Maine Medical Center," says Rich Petersen, President and CEO, MMC. "The Volunteers are truly an extension of our staff, providing essential services that support our mission

and our focus on People, Quality, and Service."

Established in 1974, National Volunteer Week has grown exponentially in scope each year since, drawing the support and endorsement of all subsequent U.S. presidents, governors, mayors, and other respected elected officials. This year's theme, "celebrate service," captures the meaning of this signature week: honoring the people who dedicate themselves to taking action and solving problems in their community.

"This week gives us a



chance to thank each and every one of the 707 volunteers who serve our hospital," said Kathy Berube, Director of Volunteer Ser-

vices. "Last year, our volunteers contributed more than 61,000 hours of service to MMC — truly something to celebrate."

HIM Employees Open “Bistro” for Staff and Guests

Walk into Health Information Management’s old copy room and you won’t see empty paper boxes and used toner. Instead you’ll find a warm, welcoming space decked out much like a French bistro.

“Around the first of the year we learned that our department’s break room needed to be repurposed as a storage room,” explains HIM Senior Director, Kristy Lugert. “We were already facing space constraints and we didn’t have a lot of options.”

So, staff worked together to transform the copy room into what they call “MMC’s hottest new social scene.”

HIM employees purged and rearranged, reimagined their workspaces and repurposed existing assets. Departments including Environmental



Health Information management’s Karen Andrei, April Libby, Faith Glantz, Jane McPhillips, and Ward Peck take a break in the in the new “Bistro.” The inset photo shows the “before” copy room.

Services, Carpentry, and IS also pitched in to help, making it a true team effort.

“That was amazing,” says Karen Andrei, HIM Inte-

gration and Identity Manager. “We asked and the response was enthusiastic.”

HIM employees hope to enjoy the Bistro for years to

come and take pride in creating a space for employees to relax and reconnect.

“Get Ready” from front

a vast selection of reward options, including shopping, dining, entertainment, and adventure; redeem points right away or bank them for a larger reward later

- Record personalized video messages for your colleagues when giving awards
- A free, full-function

mobile app for Apple, Droid, and Blackberry

Hospital leaders have already received information about the program and are taking part in training sessions this week. Employees should look to their leaders as a resource for learning more about the program. Training guides, links, and more details can be found in eNews and on the

MMC Intranet.

“While Maine Medical Center and Maine Medical Partners have made significant efforts to demonstrate our commitment to ensuring you know how much you mean to the organization, we have collectively grown to the point where it is time to strengthen and formalize our employee recognition program,” says Rich Pe-

tersen, MMC President and CEO. “I look forward to seeing how this program helps shine a brighter light on all of the tremendous work that happens every day throughout our organization.”



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