

# WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

## Expect Respect: Zero Tolerance for Workplace Abuse

The Bureau of Labor Statistics estimates 8.3 out of every 1,000 hospital workers are physically assaulted every year, and 38.8 out of 100 suffer non-physical violent events such as threats, sexual harassment, and verbal abuse. Studies show that between 35 - 80 percent of hospital staff has been physically assaulted at least once during their careers.

“Abuse against health care workers is more common than people think,” says Janet Maguire, Nursing Director, Cardiothoracic Intensive Care Unit. “But it’s never okay.”

Maguire leads a multidisci-

plinary team of colleagues from Security, Safety, Communications, and key clinical leaders in an effort to create awareness about and prevent workplace violence. Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the workplace setting. This includes abuse from patients/visitors and other employees.

MMC has a policy against workplace violence and offers the tools employees need to respond and report abuse committed by patients, visitors, or other employees. The Zero Tolerance for Abuse committee worked for a year to devel-

op a strategy for educating employees about the policy and resources available to employees.

“Health care workers many times feel that because we are in a service industry that is patient- and family-centered we have to ‘take it on the chin’ if someone is being disrespectful or abusive,” says Maguire. “I thought it was important to send a clear message that workplace abuse is not okay and to provide employees with the knowledge and tools to prevent or manage situations where abuse is occurring because creating a Zero Tolerance Environment is reliant on all of us.”

The team has been educating employees through half-hour training sessions. The training includes how to recognize abuse, how to respond to it, and what employees can do if the behavior continues. Employees are reminded how to access reporting tools and strategies for preventing abuse, including an alert sign for patient behavior and precautions in Epic, the hospital’s electronic health record system. Some departments have made the trainings mandatory for their staff, but most attendees are there by choice.

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Front row, l to r: Kathryn Diamond-Falk, M.D., Logan Y. Murray, M.D., Jennifer A. Jewell, M.D., Lorraine L. McElwain, M.D., Christopher D. Motyl, D.O. Back row, l to r: Shannon Bennett, D.O., Jennifer L. Hayman, M.D., Noah P. Diminick, M.D., Leah B. Mallory, M.D., Edward L. Silco, D.O., David F. Cox M.D., Jonathan M. Bausman, M.D.

## BBCH Pediatric Hospitalists Provide Round-the-Clock Care

The Barbara Bush Children’s Hospital recently hired four new hospitalists to round out their 14-member team (pictured) and create availability 24 hours a day, 7 days a week. This allows the hospitalist to see patients as often as needed, offering peace of mind for patients and families.

Pediatric hospitalists over-

see all aspects of a child’s care including admission, ordering tests and reviewing results, consulting with specialists, communicating with the child’s regular pediatrician, coordinating transfers and discharges, and providing an around-the-clock resource for parents who want information and reassurance about their child’s condition.

# PEOPLE NEWS



*Jessica Pollard, M.D.*

**Jessica Pollard, M.D.**, has joined Maine Medical Partners – Maine Children’s Cancer Program in Scarborough, the pediatric cancer program of the Barbara Bush Children’s Hospital. In addition to her clinical work she is also an accomplished researcher studying novel targeted therapies for acute myeloid leukemia, which will be supported by the Maine Medical Center Research Institute.

Dr. Pollard moved to Maine from Seattle, where

she was an attending at Seattle Children’s Hospital, Division of Pediatric Hematology/Oncology and an Assistant Professor at the University of Washington.

An honors graduate of Cornell University, Dr. Pollard earned her medical degree at Columbia University College of Physicians and Surgeons. She completed her residency in pediatrics at Seattle Children’s and a fellowship in Pediatric Hematology/Oncology at Seattle Children’s Hospital/Fred Hutchinson Cancer Research Center in Seattle; she is board certified in pediatric hematology/oncology. Dr. Pollard is the recipient of a Career Development Award from the St. Baldrick’s Foundation.

Dr. Pollard is an active member in the Children’s Oncology Group and the American Society of Hema-

tology. She and her husband Jason are happy to be back on the east coast and to share their love of New England with their twin 6-year-old boys.



*Rob Smith, M.D., MPH*

**Rob Smith, M.D., MPH**, has been named MMCRI Mentor of the Year by the MMCRI Research Fellow Association. Dr. Smith was honored by his colleagues at a celebration and seminar October 1.

*“Expect Respect”  
from front*

The trainings have been well-received by all participants. The Security Department is hoping it will encourage staff to seek their help sooner when a behavioral situation arises.

“We are excited that this expanded discussion of behavioral issues will increase collaboration between our security staff, medical staff, and all hospital employees before these events reach a crisis point,” says Steve Hobart, Director, Security. Maguire says that above all the message has gotten

through to employees that they should not tolerate abusive behavior.

“Employees are now empowered to point out to a patient, a visitor, or a co-worker that abusive behaviors are not acceptable by reinforcing that we are here to help them, however the

## COMING UP AT MMC

**Blood Drive**  
Monday, October 6  
9 a.m.—3 p.m.  
Dana Center

**Cares for Kids Telethon**  
Thursday, October 9  
Supports BBCH

**MMC WOW! Council  
Pumpkin Sale**  
Friday, October 10  
8 a.m. - 4 p.m.  
Main Lobby

**Breakfast With Friends**  
Wednesday,  
October 15, 9:30 a.m.  
Woodlands Country  
Club, Falmouth

**For details on all  
upcoming event, check  
out the Calendar on the  
MMC Intranet.**

specific behavior is not acceptable and we deserve respect.”

If you would like a Zero Tolerance for Workplace Abuse presentation for your department, contact Janet Maguire, 662-4189.



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MaineHealth

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