

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Your Opinion Matters — Take the Employee Engagement Survey



Monday, April 29, marks the start of the 2013 Employee Engagement Survey. This survey gives you the opportunity to help us make Maine Medical Center the organization we all want it to be. We're committed to a culture of continuously im-

proving employee engagement, and this survey will allow us to better understand which tools, support, and opportunities you need to succeed.

Our vision is to make Maine the healthiest state in the nation by putting patients and families first, providing access to affordable care, and delivering superior service and outcomes. We know our employees are the key to achieving this goal. The Employee Engagement Survey is one of the tools we use to understand our strengths and weaknesses across a variety of work-

place attributes and make improvements.

Results of the survey will be used to formulate an action plan to make positive changes in our workplace.

The results of the survey and the action plan will be shared with employees by the end of summer.

Thank you for taking the survey and please encourage your co-workers to take it, too. The more responses we have, the better we can work toward a satisfying and rewarding work life for you.

You'll find a link to the survey on the MMC Intranet homepage.

This survey is completely confidential, and your answers will not be shared with your supervisor.

Your opinion really does matter.

Respectfully,

A handwritten signature in black ink, appearing to read 'R. Petersen'.

Richard W. Petersen
President and CEO

New Procedures Target Central Line Infections

MMC is ramping up efforts to prevent infections in patients by implementing new procedures surrounding the insertion and maintenance of central lines.

A central line catheter is a tube inserted into one of a patient's larger veins — in the neck, chest, or groin — used to deliver fluids or medications. Although central lines save hundreds of lives annually, they increase the risk of infection because

they provide a path for bacteria to enter the body. Infections associated with central lines carry a risk of death, and the treatment of infected patients can cost up to \$50,000, which is not reimbursed by some insurance providers.

Because of this issue's importance, reducing central line infections is a goal on our Annual Implementation Plan (AIP).



2013 WOW! Rewards begin May 1 — Look for a mailing with details.

SeHR Rollout Delayed to Focus Effort on MMC

The rollout of our Shared Electronic Health Record (SeHR) to other members of MaineHealth is being delayed in order to focus efforts on the use of the system at MMC.

While generally considered a success, we've encountered some issues with SeHR since its rollout in December.

The SeHR Executive Committee has been closely watching this important project at those organiza-

tions already using SeHR — 'one patient, one record.'" Maine Medical Center, Maine Medical Partners, and HomeHealth Visiting Nurses — with a particular focus on issues that have arisen and the steps undertaken to resolve them.

MMC President and CEO Rich Petersen says the decision to delay is the right one, and the time and knowledge we gain now will benefit those still to go-live with SeHR in the future. He added, "we remain committed to our original vision of

Our Shared Electronic Health Record (SeHR) is the largest MaineHealth system project we've ever undertaken. Once all the MaineHealth members are part of this project, it will have a very real and positive impact on how we care for our patients. Since Maine Medical Center went "live" with SeHR, we've already seen the benefits of real-time access to patient information across the continuum of care.

iPads Offer Relaxation and Information for IV Therapy Patients

The MaineHealth Learning Resource Center in Scarborough now supplies iPads to patients receiving IV therapy at the Cancer Institute. This new program, funded by a grant through the Maine Cancer Foundation, has two goals: to increase access to health information and to provide an outlet to promote relaxation during treatments. The iPads are preloaded with health and cancer-related apps in addition to social networking, online shopping, entertainment, games, and news apps. iPads are also available for public use at the Learning Resource Center in Falmouth.



Patient Melanie Cathy Papas uses an iPad while receiving IV Therapy. For more information on the iPad program, contact Jessica Begley at 396-7413.

COMING UP AT MMC

Employee Engagement Survey
April 29 - May 12

Bag Ali Sale
Monday, April 29 -
Tuesday, April 30
Dana Lobby

Grand Rounds:
Tobacco and Its Effects
Wednesday, May 1
Dana Center

March for Babies
Sunday, May 5
Cheverus High School

Blood Drive
Monday, May 6
Dana Center

Heart Walk
Sunday, May 19
Back Cove, Portland

Oncology Symposium:
Wednesday, May 29
Dana Center

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


Maine Medical Center
MaineHealth

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