

What's Happening

at Maine Medical Center



July 2012 | VOLUME 45 , NUMBER 7

Maine Medical Center Ranked Best in State

*U.S. News & World Report lists MMC among places
“where other hospitals send the toughest cases.”*

Maine Medical Center is ranked the top hospital in Maine by *U.S. News & World Report*, and five specialties are named to the publication’s “high-performing” category:

- Cancer
- Gynecology
- Nephrology
- Orthopedics
- Urology



This year’s Best Hospitals, the 23rd annual edition produced by *U.S. News & World Report*, showcases more than 720 of the nation’s roughly 5,000 hospitals. Fewer than 150 are nationally ranked in at least one of 16 medical specialties.

“All of these hospitals are the kinds of medical centers that should be on your list when you need the best care,” says Avery Comarow, *U.S. News Health Rankings* Editor. “They are where other hospitals send the toughest cases.”

The hospital rankings, he adds, are an aid to help steer patients to hospitals with strong skills in the procedures and medical conditions that present the biggest challenges.

“This is important recognition, in that it acknowledges that care provided at Maine Medical Center includes some of the most complex procedures in medicine today,” says Rich Petersen, President and CEO. “Our staff is proud to be a referral hospital for Maine and northern New England, and this ranking will motivate us to continue setting the bar high for the quality of care we provide.”

The complete rankings and methodology are available at <http://health.usnews.com/best-hospitals>.

It’s TIME FOR WOW! REWARDS

READ THE COLUMN ON PAGE 3 FOR:

- CHANGES TO THIS YEAR’S PROGRAM
- HOW TO PARTICIPATE
- WHERE TO TURN FOR HELP

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MaineHealth
centered around you

www.mmc.org

President's Message



MMC Recognized for Care, Safety

I've always known that our people do a terrific job of caring for our patients, but I'm especially pleased when respected, third parties acknowledge your efforts.

U.S. News & World Report named MMC the top hospital in Maine, and included five of our specialties — Cancer, Gynecology, Nephrology, Orthopedics, and Urology — in its “high-performing” category.

While our ultimate goal is to be one of the best in the nation, this honor speaks volumes about the work that each of you does here, every day, and is an important step in the journey to become one of the best in the nation.

In addition to the *U.S. News & World Report* announcement, the medical center was again recognized for our safety record, earning an “A” score from The Leapfrog Group, one of health care’s most respected consumer advocates.

It’s important to acknowledge that many organizations rate hospitals on quality and patient safety. It’s a fairly new field and one that can be, quite frankly, confusing. Lacking a uniform standard, different organizations take pieces of the same data and arrive at vastly different rankings of the same institutions. That’s why you’ll see MMC at the top of one list, but ranked lower on another.

U.S. News & World Report and The Leapfrog Group are among the most credible and respected organizations, and I’m proud of the recognition we’ve received.

The timing of these accolades also coincides with the launch of our Quality Website (quality.mmc.org). This public site provides data on a host of quality and safety measures, shares stories of improvement efforts, and much more. I encourage each of you to become familiar with the site, as everyone plays a role in our efforts to provide the best and safest care.

Finally, while the Quality Website will solidify our commitment to report openly and honestly about our care, the December launch of SeHR, the Shared Electronic Health Record, will greatly improve our level of care by giving caregivers the patient information they need, when they need it.

I hope you enjoy the rest of your summer, and as always, thank you for all that you do for our patients.

Respectfully,

Richard W. Petersen
President and Chief Executive Officer

New SeHR Go-Live Date

To ensure a smooth and safe implementation of SeHR (the Shared Electronic Health Record), the Maine Medical Center and MMP inpatient and ambulatory go-live date has been moved to December 1, 2012. Go-live dates for other MaineHealth members will be moved as well.

Moving the go-live will impact training, which will be rescheduled. You will be provided with a

new training schedule and simplified registration process in the coming weeks. If you have already registered for training, you can remove it from your calendar.

The new go-live date will ensure a complete, well-tested system that will serve our patients, the medical center, and all of the MaineHealth family for years.

Getting to know . . .

Ryon Parker

**Position:**

Housestaff Resident

Years at MMC:

3

What does your job entail?

I wish I could say my job consists of the stereotypical “dramatic doctor” role you see on *Grey’s Anatomy*, where you are everyone’s hero, have countless admirers, and brilliantly diagnose illnesses. In reality, I work every day alongside a group of outstanding residents, nurses, and attendings who spend the majority of days tirelessly taking care of those hurting and sick, humbled and grateful to make an impact on the lives of others.

What people may not know is that:

I’ve always wanted to be a medical journalist. Growing up in a small ranch town in Nebraska where health care was anything but easily accessible, I often wondered if the rest of the world knew about how some parts of the country were deprived of quality health care and physician access.

In keeping with my goals, I joined WPXT-TV as a medical correspondent and now have the privilege of hosting my own show, *In the Clinic with Dr. Parker*. The show features segments where local Mainers can call or email questions related to their health care.

Topics range from how to make the most of a doctor visit to helping with everyday sniffles. The show airs weekly on Channel 12. You can also tune in to Ourmaine.com to view *In the Clinic* features.

I love working at MMC because:

I get to interact every day with patients of all ages; from the tiniest pre-term infant in the NICU to the 80-year-old on the general medicine floor. Patient stories have enriched my life and inspired me to continue working diligently to bring joy to their lives. It is truly a privilege having patients open up to you at their weakest moments and rely on you for answers. I have learned so many amazing things about the people MMC welcomes into its doors on a daily basis.

WOW! Rewards Is Going On Now

Take action and participate early. Through MaineHealth’s WOW! Rewards, you can earn extra money and enjoy the benefits of good health.

New changes for 2012 that you asked for:

- Get your rewards in a lump-sum payment
- All benefits-eligible employees may participate
- A new customer support line is available
- New cholesterol guidelines make it easier to meet your goals

To participate, complete a fasting health screening by October 12 at either a participating NorDx site, a hospital lab, or through your health care provider. Then, complete the online HealthQuotient Health Assessment.

Watch your mailbox in August for more information about 2013 WOW! Rewards.

Questions? Visit WOW! Rewards online at MaineHealth.org/WOWrewards or call 1-866-969-6090.

AROUND THE MEDICAL CENTER

MMC Named “Most Wired”



MMC has once again received a Most Wired award from Hospitals and Health Networks magazine. The award honors hospitals for “adoption, implementation, and use of information technology” in four areas:

- Infrastructure
- Business and Administrative Management
- Clinical Quality and Safety (Inpatient/Outpatient Hospital)
- Care Continuum (Ambulatory/Physician/Community)



Evacuation Drill

Emergency Management and Safety held an evacuation drill on P6 in June, moving “patients” off the unit. “Drills such as this are a valuable tool in our preparation and ensure we’re ready should a real situation arise,” says Josh Frances, Director of Emergency Management.

Facebook Kudos!

What MMC Facebook visitors are saying about us...

Maine Medical rocks. They have the kindest and friendliest doctors and nurses. I am a breast cancer survivor who received my care at MMC and the Breast Care Center, and I owe them my life ... Their compassion is overwhelming in time of fear and pain -- they make your day great. In pre-op I met the most amazing techs, they were so positive.

I had my ICD put in over a year ago by a Scarborough Doctor at MMC ... I’m very happy. I hope to be around to see my 8-year-old grandson graduate high school. It’s hard to make changes, but my PCP agreed with me, and I did it. I hope more people take control of their heart care and know that some changes are for the better.

Hi to all on the kidney floor, R5. You guys are great, thank you. My kidneys are back working 50 percent. Without MMC I would not have made it. So a big thank you.

People News



Maureen Van
Benthuyzen

Maureen Van Benthuyzen has been named Senior Vice President of Clinical Services, effective August 13. Maureen will oversee the six service lines created under our new patient-centered organizational structure. These include: Adult Medicine Services, Cardiovascular Services, Neuroscience Services, Surgical Services, Oncology Services, and Women’s and Children’s Services.

Maureen has more than 30 years of experience in health care, most recently as Senior Vice President of the Cardiovascular Institute and Hospital Operations at New York’s prestigious Mount Sinai Hospital. In this role, she provided full administrative, financial, operational, and strategic oversight to multiple departments and clinics, as well as overseeing the implementation of the electronic medical records system.



Jack Packhem

Jack Packhem has been named to the position of Vice President of Surgical Services, effective immediately. In this new position, Jack will partner with Brad Cushing, MD, Chief of Surgery and Physician Leader for the Surgical Services service line, Marty Riehle, Vice President for Patient Care Services, and physician practices to ensure the provision of high quality, cost-effective patient care across the continuum. Also in his new role, Jack will partner with the leaders of the other service lines to ensure collaboration and consistency.

Jack brings nearly 20 years of health care related experience to his new position. For the past 8 years, Jack has served as the Program Manager for Surgical Services at Maine Medical Center. Jack also plays a key role in the supply chain work at Maine Medical Center and MaineHealth.



Michael
Baumann

Michael R. Baumann, MD, has been appointed to the position of Chief of Emergency Medicine, effective July 22. Dr. Baumann has been serving in this capacity on an interim basis for the past 10 months.

Dr. Baumann graduated from New York Medical College and completed his internship and residencies at the University of Pittsburgh. His tenure at MMC has been notable for his service as the Associate Chief of Emergency Medicine, the Associate Medical Director of LifeFlight of Maine, and his assignment to numerous MMC committees and state and national professional societies. He is currently the President-Elect of the Maine Chapter of the American College of Emergency Physicians and serves on the Finance Committee of the Society for Academic Emergency Medicine. Dr. Baumann is a Professor of Emergency Medicine at the Tufts University School of Medicine, and has been widely published in a number of peer-reviewed journals.

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MMC Earns Top Safety Score Again

MMC received a Hospital Safety Score of “A” from The Leapfrog Group, a national organization that advocates for the safety, quality, and affordability of health care.

The independent national nonprofit run by employers and other large purchasers of health benefits looked at general hospitals across the nation and assigned an A, B, C, D, or F grade for safety. The group uses 26 measures of publicly available hospital safety data to produce a single score representing a hospital’s overall capacity to keep patients safe from infections, injuries, and medical and medication errors.

It’s The Leapfrog Group’s goal to give patients the information they need and deserve before even entering a hospital, said Leah Binder, president and CEO of The Leapfrog Group.

Our Quality Commitment

Maine Medical Center is committed to providing information about our quality and safety record that is clear and understandable. We believe that reporting this information supports our mission to deliver the most effective and safest care to our patients and community. Most every patient care unit at MMC now has its own Quality Board, where patients, families, and staff can review certain quality measures at any time. These boards can also be found in public areas at MMC.

We will report MMC-wide measures in each issue of What’s Happening, as shown below. Please watch for updates every month, and let us know how we can improve the information provided; write to Judy Lucas, Interim Director, Center for Performance Improvement, LUCASJ1@mmc.org

Patient Experience: What are patients saying about us?

Measures for April 2012	MMC Rate	MMC Target	US Average
Communication with doctors	70%	79%	80%
Communication with nurses	87%	76%	76%
Responsiveness of staff	65%	66.5%	60%
Communication about medicines	70%	62%	60%
Quietness	46%	60%	58%
Care transitions	54%	65%	65%

Patient Care: How often do we deliver recommended care?

Measure for March 2012	MMC Rate	MMC Target	US Average
Heart attack	98%	98%	95%
Measures for April 2012			
Surgical care	97%	95%	84%
Heart failure	97%	95%	88%
Measures for May 2012			
Pneumonia	100%	98%	86%

Readmission Rates: How often do our adult patients come back to the hospital within 30 days of their discharge?

Measure for March 2012			
Readmitted within 30 days:	183	Readmission rate:	12.0%

Smart Pump: How often do we use the safety features?

Measure for May 2012			
MMC	76.3%	Target	75%

For further information, visit the Balanced Scorecard on MMC’s intranet or contact the Center for Performance Improvement at 662-2018.

May Anniversaries



Renee Leavitt
35 Years



Michael Hodge
30 Years



Judith Howes
30 Years



Rhoda Kennedy-
Dudevoir 25 Years

40 Years

Carol Maynard, R1

35 Years

Renee Leavitt, Psychiatry
Barbara McInnis, Radiology
John Saucier, ED

30 Years

Valerie Cook, R3
Michael Hodge,
Clinical Engineering
Judith Howes,
Outpatient Clinic
Solange Leborgne,
Turning Point
Teresa Morgan,
Outpatient Clinic
Maureen Whalen,
Neuroscience Institute

25 Years

Margaret Arsenault,
Cardiothoracic ICU
Maria Ascanio,
Nursing Floats
Diane Beliveau, EICU
Mary Brown,
Pulmonary Medicine
Pamela Collins,
Outpatient Clinic
Deborah Dumoulin,
Bariatrics
Lori Fasulo,
Patient Care Management
Rhoda Kennedy-Dudevoir,
EICU
Deborah Malia, Birth Center

Robin Matthews, ED
Shawn McKean, NICU
Joyce Perron, NICU
Girard Robinson, Psychiatry
Andrew Van de Krol, R4
Coraleen Vavra,
Health Information
Management

20 Years

Gregory Adams, Psychiatry
John Clancy, Carpentry
Carla Dodge, OR
Sylvia Smith, Cath Lab
Louise Wakefield, ED

15 Years

Donna Harbaugh, R4
Richard Lewis III, Psychiatry
Tina Piraino, Hospitalist
Heather Stephen, R7

10 Years

Agathe Bellevue,
Patient Care Management
Janice Brackett, Radiology
Phung Bui,
Bramhall Linen Processing
Diane Butler,
Nutrition Services
Chester Choquet,
Linen Processing
Megan Demers, Radiology
Marie Dempsey, ED
Amy Downer, OR
Svetko Draca,
Environmental Services
Kathleen Fairfield, Medicine
Jere Hoffert, R7

Renee Leavitt, Psychiatry
Charlene Koehling,
Outpatient Clinic
Ann Lemieux, Endoscopy
James MacDuff,
General Mechanical
Shukri Mohamed,
Environmental Services
Bethanie Morgan, Endoscopy
Andrea Morin, SCU
Amy Owens, ED
Linda Paquin, R3
Nicky Quimby, Birth Center
Leora Rabin, Psychiatry
Michelle Ricker, Radiology
Andrea Taylor, R3
Jennifer Tuchinsky, SCU
Jeremy White, SCU

5 Years

Matthew Bastide, Psychiatry
Courtney Boivin,
Nursing Floats
Pamela Bokar, Psychiatry
Heather Boulter, IS
Rebeccah Brann, Benefits
Wendy Briggs, Bariatrics
Lindsey Clark, NICU
Domanita Cole,
Outpatient Clinic
Jan Crosby, Radiology
Cynthia Dame, IS
Christopher Darus, Oncology
Jocelyn Dawson,
Gibson Pavilion
Judith Dickson,
Gibson Pavilion
Kathryn Engel, Pulmonary
Renee Fallon, Pharmacy

Erica Fennessy, R7
Anna Furr, Pediatrics
Nicole Fusco,
Nutrition Services
Maria Fusco,
Nutrition Services
Yongxing Gao, MMCRI
Norma Hay,
Pulmonary Medicine
Samir Haydar, ED
Bailey Holloway, Admitting
Noreen Hutcherson,
Vocational Services
Aldona Karaczyn, MMCRI
Dale Kessler Jr, Pediatrics
Kristin Kolmar,
Viral Disease Treatment
Center
Susan Logan, Float Interns
Salena Mackell,
Gibson Pavilion
Leah Mallory, Pediatrics
Terry Mooers, Admitting
William Nadeau,
General Mechanical
Matthew Peabody,
Distribution
Huyen-Trang Pham, IS
Jessica Rock, BBCH
Helene Rodriguez-Levinsky,
R4
Amanda Savard, R1
Emily Sears, R7
Seija Sedita, R3
Richard Smith, Radiology
Ashley Sparks,
Health Information
Management
James Wolak, Psychiatry

Upcoming Events at MMC

WOW! Walk with Sandy Goudreau

Every Tuesday at Noon
Meet outside Dana Center

Farm Bus

Tuesday – Thursday
See the MMC Calendar on
the Intranet for locations,
days, and times.

Slugger Open

A day of golf and baseball
Friday, August 3, 7 a.m.
Benefits BBCH

Beach to Beacon 10K

Saturday, August 4, 8 a.m.
MaineHealth medical tent
volunteers needed.

*For details on these and
other events, check out
the MMC Calendar on the
Intranet homepage.*

Looking Back . . .

Brand New and Open for Business



Photo courtesy Maine Medical Center Archives

This was the scene at the opening of the new Maine Medical Center in July of 1956. The building, later referred to as Pavilions C & D, was the physical symbol of the merger of Maine General Hospital, Maine Eye and Ear Infirmary, and Children's Hospital. There were 6 days of tours like this one for the public and a special employee and family day to introduce the community to the latest advances in patient care. Following the dedication ceremonies, approximately 3,000 visitors streamed through the new main entrance on Bramhall Street (now a patient waiting area) for the Open House. By one local newspaper account, it was a "great day in the medical history of Maine."



Maine Medical Center
MaineHealth

centered around you

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What's Happening is published monthly at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England.

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