

What's Happening

at Maine Medical Center



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Shared Electronic Health Record the Key to High-Quality, Safer Care

Medical records today are a mix of paper and electronic files spread across multiple locations and health care systems. For our health care providers, it is very difficult to gather and review all the relevant information needed for a comprehensive understanding of each patient. For patients, it often means answering the same questions multiple times at different locations.

MaineHealth's Shared Electronic Health Record (SeHR, pronounced "share") will make "one patient, one record" a reality across the entire MaineHealth system. Working toward an initial deployment in a hospital setting targeted for October 2012, SeHR will allow providers — across locations and specialties — instant access to the same record. For health care staff, benefits include timely, relevant, complete information and the ability to quickly share information with the health care team. Patients will get quick access to health information and the ability to take a more active role in their health care.

"A paper chart can only be in one place at one time," says Bill Caron, President of MaineHealth. "SeHR provides an opportunity to collaborate more effectively across MaineHealth to deliver the best possible care."

Across the country, many hospitals and health care facilities are moving to a unified electronic medical record (EMR) as an important step

toward efficiency and improved patient care. The federal government is providing significant incentives for health care providers to implement electronic medical records. Eventually, hospitals without an EMR will lose a portion of their Medicare and Medicaid reimbursement.

Enhancing Patient Care: Not An IT Project

Because SeHR is technology-based, it can feel like an IT project. But the heart of SeHR is the clinical practice it supports. "The transition to SeHR is 100 percent inline with our mission to make our communities the healthiest in America," says Caron. "The promise of a safer, higher-quality health system calls us all to commit ourselves to SeHR."

SeHR is much more than an electronic version of old paper records. With SeHR, clinicians can immediately communicate essential information to multiple providers, access data and ensure continuity through all stages of care. SeHR's "one patient, one record" enhances collaboration, allowing interdisciplinary teams to more easily arrive at a cohesive care plan. SeHR also allows patients to take an active, engaged role in their care — a proven factor in better patient outcomes.

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President's Message



One Patient, One Record

Times have changed. When I was in college, I wrote my term papers on a typewriter, did most of my research at the library, took notes by hand, and called my parents from a pay phone.

Today, my kids have laptops that go everywhere with them, they do much of their research on the internet, and call from cell phones.

Technology has changed the way of life for the younger generations, and they are taking full advantage of its potential. The same must hold true for health care. The world of technology and electronics is exploding, and we need to leverage its power.

Soon, MaineHealth will introduce a new system that promises to dramatically improve patient care and the health of the communities we serve.

It's called the Shared Electronic Health Record (SeHR), and will make patient medical records available across the MaineHealth system, giving caregivers information available when and where it's needed most.

For example, if a Maine Medical Partners patient from Scarborough breaks her arm while on vacation in Boothbay, the Emergency Department at St. Andrews Hospital will have instant access to her medical records. SeHR will immediately provide important information for the doctors, such as current medications, allergies, emergency contact information, and more.

The benefits are clear. Staff will have timely, relevant, and complete information. We'll see faster responses to patient needs, and safety will be improved. SeHR will also give quick and easy access for patients to their information, and they'll be able to take a more active role in their care.

It's important to remember, however, that while SeHR promises some fantastic changes in how we operate, it is our people who will continue to make the difference and set the standard in patient care.

See the story on the cover page, and look for more about SeHR in the coming weeks and months, as we move closer to its rollout, beginning next fall.

I'm excited about what SeHR will bring to the medical center. Our people are as talented as you'll find anywhere, and this new tool will give you another opportunity to shine.

Respectfully,

Richard W. Petersen

President and Chief Executive Officer

Getting to know . . .

Joanne Brewster



Position:

Supervisor, Customer Service Representative Team

Years at MMC:

38

What does your job entail?

I am one of the first people you see when you enter MMC. The front desk is where our patients and visitors encounter the hospital, and where first impressions are formed. My job entails anything from using the International Language Lines, to knowing where the brooms are kept. The Main Desk is a “world of change,” and every person is different, with individual questions and concerns. If I don’t have a customer in front of me to help — I will go find one.

What people may not know is that:

In 1969, I was the US Bubble Gum Blowing Champion and appeared on the Johnny Carson

Tonight Show. The following year I was in *Look Magazine* for being one of his funniest performers.

If I could have lunch with anyone, it would be:

The late Tim Russert – Because of his love and devotion to his father and hero. Yes indeed, I’d like to have lunch with Tim.

I love working at MMC because:

I love working at Maine Medical Center because it has stood up to the plate for me and given me opportunities that will last a lifetime. MMC believes in the underdog and will go to great lengths to help someone improve. Because of the hospital, I can better serve my patients and customers.

Four Honored as ‘Healthcare Heroes’

Four members of the MMC team have been named Healthcare Heroes, and were among those recognized for delivering world-class health care at a luncheon in November.

The four from MMC, and their respective categories:

Advancements in Healthcare Research & Development:
Michael Field, MD, Cardiology

Nurse:
Jane Cleaves, RN, R7

Nurse:
Linda McLaughlin, RN, NICU

Volunteer:
Samuel Broaddus, MD, Maine Medical Partners-Urology

The Healthcare Heroes Award Luncheon was created to celebrate the world-class health care offered here in Maine. Honorees were nominated by the public and selected by a panel from MaineToday Media.

AROUND THE MEDICAL CENTER

Getting Ready for Outlook

Outlook, the new MMC e-mail client, is expected to arrive in late January. Information Services is getting you ready for the Groupwise-to-Outlook migration with tips, tricks, and training. Learn everything from transferring your address book to scheduling appointments. Check in with eNews regularly for ways to make your transition as smooth as possible.

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Great American Smokeout Serves as Reminder to Quit

If you missed the Great American Smokeout, it's not too late to quit. MaineHealth's Employee Health Improvement Program offers tobacco treatment counseling at MMC through the WOW! Program. These services are free of charge, and you can make an appointment for a confidential visit by calling 662-7150. Prescriptions are available when employees and dependents are seen by the Nurse Practitioner at their visit for tobacco treatment. MaineHealth's insurance covers these medications. You can also contact the Maine Tobacco HelpLine for free counseling at 1-800-207-1230.

Other Resources for Smoking Cessation
Center for Tobacco Independence
662-7150

Partnership For A Tobacco-Free Maine
www.tobaccofreemaine.org

www.smokefree.gov

American Lung Association
1-800-LUNG-USA
www.lungusa.org/tobacco





New Gift Shop Opens

Cecile Harnden, Gift Shop Volunteer, positions a train set in a holiday display. The new Gift Shop is now open in a much larger space, just down the hall from its former location.

Units Honored for Patient Efforts

Four units were recognized for their efforts to improve our HCAHPS scores, which relate to patient satisfaction with communication about medications, communication with doctors, communication with nurses, and quietness of the hospital environment. The overall rating measure is found on all of MMC's different survey tools and represents those patients/families that rated their hospital experience a 9 or 10:

Most improved communication of medications - R3 (29.3 percent improvement)

Most improved communication with doctors - R5 (14.2 percent improvement)

Most improved communication with nurses - R7 (13.1 percent improvement)

Most improved quiet at night - R5 (66.7 percent improvement)

Highest overall score - Outpatient Pediatric Clinic (97.3 percent)

“We’re honored that our efforts were recognized,” says Laurie Burton, Nurse Director of R7. “More importantly, these simple changes improve the care we provide and truly impact our patients’ experience.”

AROUND THE MEDICAL CENTER

Joint Replacement Center Earns Designation

After a rigorous application and review process, Maine Medical Center earned designation as an Aetna Institute of Quality Orthopedic Care — Total Joint Replacement and Spine Surgery. This is a designation for “health care providers who offer clinical services for prevalent health conditions to Aetna members, served through integrated clinical management at the regional level.”

An Ounce of Prevention ...

Cold and flu season is here. Good hand hygiene is one of the best ways to prevent the spread of germs. Be sure to wash your hands with warm, soapy water or use a gel sanitizer. Getting a flu shot is another way to stay healthy.

Telethon Raises \$43,460

The 23rd Annual Cares for Kids Telethon presented by Rowe Westbrook raised \$43,460 for The Barbara Bush Children's Hospital. Thanks to all who helped.



Project Medical Education

A group of legislators and community leaders learned what it's like to go to medical school, during MMC's first Project Medical Education event. The day-long program began with an "induction" ceremony, and then took participants through many of the activities of medical school students and residents. Participants attended class, participated in a simulation activity at the Hannaford Center for Safety, Innovation and Simulation, met Residents over lunch and then shadowed them for individual clinical time, and visited MMC's Research Institute. The program's goal is to give these key decisionmakers a better understanding of the rigors of medical training and MMC's steadfast commitment to educating tomorrow's caregivers. In this photo, State Representative Mark Dion checks the heartbeat of a "patient" at our simulation center, as Senator Roger Katz and Nancy Brain, Executive Director of the Sam L. Cohen Foundation, look on.



Improvement Efforts

P3CD's Lauri Wilson shows off her team's presentation in the Performance Improvement Fair on October 21. The event featured over 45 presentations. The winners were:

1st Place and People's Choice Awards - Touch Surface Cleaning Validation

2nd Place Award - Shining Light on Orthopedic Trauma Hardware Costs and Clinical Acceptability

3rd Place Award - CrEST: Creating Effective Sustainable Transitions - Personalized Interventions for the at Risk Patient

Honorable Mention Awards:

Opportunities to Raise the Standard of Central Venous Catheters

An Interdisciplinary Approach to Reducing Central Line Associated BSI on the BBCH IPU

Impact of Computerized Order Set on Adherence to CDC Guidelines for the Treatment of Victims of Sexual Assault

Dr. Rogers Honored

Victoria Rogers, MD, FAAP, received the 2011 Arnold P. Gold Foundation Humanism in Medicine Award. This award is presented annually by the American Academy of Pediatrics (AAP), in collaboration with the Council of Medical Specialty Societies, to honor a medical school faculty physician who exemplifies the qualities of a caring and compassionate mentor in the teaching and advising of medical students. Nominees must demonstrate positive mentoring skills, involvement in community service, compassion and sensitivity, collaboration with students and patients, and model ethics of the profession. The goal of the award is to emphasize, reinforce, and enhance the importance of humanistic qualities among medical school students and faculty. Dr. Rogers, a pediatrician, heads up the Let's Go! Program here at MMC.



September Anniversaries

Yes, September. Apparently we were so eager for fall that in the last issue we inadvertently switched anniversaries and ran October's list. So here is the September listing, with our apologies.



Anna Benoit
30 Years



Theresa Nicholas
30 Years



Beth Quate
20 Years



William Dexter
15 Years

40 Years

Eleanor Spear, R4

35 Years

Sandra Fournier, NICU
Richard Grassi, General Mechanical
Sharlene Richardson,
Cardiothoracic ICU

30 Years

Anna Benoit, Social Work
Mary Dobbins, Radiology
Sherry Dow, Family Center
Lois Hayworth,
Post Anesthesia Care
Patricia Lafavore, Nutrition Services
Janet Maguire, Cardiothoracic ICU
Theresa Nicholas, Clinic Adult Med

25 Years

Michelle Ambrose, EICU
Cheryl Brown, Radiology
Riley Brown, Linen
Cheryl Cook, Central Services
Lisa DeCesere, ED Reps
Karen Foley, Radiology
Rosemary Herd, Pediatrics
Arlene Shatz, Medicine
Thomas Staples, Distribution

20 Years

Anne Breggia, Clinical Core Lab
Anatoly Davidenko,
Central Services
Niki Day, Anesthesia & Pain
Management
Barbara Demers, Radiology
Donna Forgues, Cardiothoracic ICU
Elizabeth Quate, Radiology
Mildred Shannon, Central Services

Gail Tauber, Continuing Care
Nursery
Geraldine Utley, Central Services

15 Years

June Cameron, Surgery Residency
Kelley Coyne, Clinic - Pediatric
William Dexter, Family Medicine
Steven Hobart, Security
Jessica Merrill, Information Services
Douglas Robbins, Psychiatry
Lori Shaw, Family Center

10 Years

Lynette Augeri, Cardiothoracic ICU
Mary Blue, Post Anesthesia Care
John Fischer, Pulmonary Medicine
Lance Hamilton, Anesthesia & Pain
Management
William Horton, Environmental
Services
Sarah Lynch, PIER
Heather Mitchell, ED
Nancy Mott, Pharmacy
Eileen Murphy, Radiology
Elena Odlin, Financial Services
Susan Richard, OR
Brenda Slivinsky, Brighton FirstCare
Jeong Yoon, MMCRI

5 Years

Savoeth Beaumont,
Environmental Services
Elisha Boatman, R5
Dawn Buck, OR
Anne Caiazzo, Social Work
Jennifer Call, ED
Barton Camara,
Environmental Services

Kristin Clark, Anesthesia & Pain
Management
Megan Clark, Post Anesthesia Care
Elizabeth Crampsey, OCC Therapy
Cliff Croteau, Pharmacy
Jessica Curlew, Nutrition Services
Michael Dore, ED
Kamisha Edgerly,
Information Services
Jenna Fusco,
Outpatient Registration
Luis Garcia, Interpreter/Cross
Cultural Services
Sarah Geisser, Pediatrics
Sarah Hall, R1
Brittany Higgins, Central Services
Charles Jamison,
Communications & Marketing
Sarah Jones, MedAccess
Beth Kelsch, Legal Affairs
Sheryl Maristany, SCU
Emily McCarthy, R7
Lisa McCrillis, OR
Richard Morgan, Radiology
Stacy Morris-White, Pediatrics
Kevin Muske, Switchboard
Francis Noble, OR
Erin Noll, OR
Jill Pierce, Nursing Floats
Jennifer Proulx, Nutrition Services
Charles Rideout,
Environmental Services
Karen Roberts, Sleep Institute
David Smith, Physical Therapy
Kristy Smith, P6
Jessi Woodman, Birth Center

November Anniversaries



Clair Berg
35 Years



Elizabeth Smith
35 Years



Donna Akerson Green
25 Years

45 Years

Alice Preston, Central Services

35 Years

Claire Berg, Cardiac Services

Ann Coffey, Family Center

Elizabeth Smith, Psychiatry

30 Years

Terri Babb, NICU

Bonnie Bump, R1

Vickie Olfene, Radiology

Kathy Sawyer, ASU

25 Years

Donna Akerson Green,

Cancer Institute

Serena Casey, ASU

Janet Oliver, Birth Center

20 Years

Elizabeth Belanger, Psychiatry

James Kindness, ED Nursing

Susan MacLeod, Cancer Institute

Alan Michaud, Nutrition Services

Ellen Moscinski, Medical Affairs

Christine Smith, Pharmacy

15 Years

Judith Beaupre, Nursing

Chad Bevins, Ultrasound

Ronald Brown, Information Services

Jennifer Burnham, Family Medicine

David Chase, Information Services

Jennifer Laflamme, R7

Penny Mills, ASUr

10 Years

Rachel Abbott, Gibson Pavilion

Karen Andrei, Information Services

Denise Boshea,

Post Anesthesia Care

Donna Bouffard,

Environmental Services

Melissa Bowden, ED Nursing

Cynthia Briggs, Gibson Pavilion

Shannon Cappen, Pediatrics

Paula Desrosiers, Endoscopy

Charity DiMillo, Emergency

April Fry, R5

Robert Gredin, Cardiac Services

Theresa Halacy, Financial Services

Barbara Kilroy, R9

Kathleen Lalouche, Ultrasound

Elizabeth McLellan, Nursing

Darcel Moulton, OR

Caren Priest, Birth Center

Susan Silver, Admitting

Katherine Skroski, R9

Rachel Smith, Nutrition Services

Sarah Snow, R4

5 Years

Felestus Arunga,

Environmental Services

Julia Barbalace,

Interpreter/Cross Cultural Services

Nellie Bergeron, Radiation Therapy

Frances Caterina, R3

Stephen DiGiovanni,

Outpatient Clinic

Sabrina Donnelly, R5

Emily Dubord, NICU

Wendy Elliott, REMIS

Margaret Fergusson, Admitting

Jane Foley, Cancer Institute

Keith Friedrich, REMIS

Colleen Galisa, P6

April Gerry, Birth Center

John Girard, Westbrook Pediatrics

Vivian Goulet, Northern New

England Poison Center

Terry Henderson, MMCRI

Mark Jones, Building & Grounds

Diane Lawton, Psychiatry

Anne Mains, R5

Kathleen Nielsen,

Nutrition Services

Kevin Reynolds, Patient Accounts

Arthur Shaw, Distribution

Sharion Strout, Family Center

Beverly Thorpe, Social Work

Loran Townsend, Ultrasound

Jodi-Lynne Vaughn, Birth Center

Sandra Washko, Pharmacy

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. Soon, every patient care unit at MMC will have 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. Watch for updates every month, and let us know how we can improve the information provided; write to Judy Lucas, Interim Director of Center for Performance Improvement, lucasjl@mmc.org.

Patient Experience: What are patients saying about us?

Measures for August 2011	MMC Rate	MMC Target	US Average
Communication with doctors	79%	85%	80%
Communication with nurses	74%	83%	76%
Responsiveness of staff	56%	70%	60%
Communication about medicines	59%	67%	60%
Quietness	47%	57%	58%
Care transitions	57%	65%	65%

Patient Care: How often do we deliver recommended care?

Measure for June 2011	MMC Rate	MMC Target	US Average
Heart attack	92%	98%	95%
Measures for July 2011			
Surgical care	93%	95%	84%
Measures for August 2011			
Heart failure	98%	95%	88%
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 July, 2011			
Readmitted within 30 days:	203	Readmission rate:	12.7%

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

Measure for September 2011			
MMC	75.1%	Target:	75%

For further information, visit the Balanced Scorecard on MMC's Intranet.

SeHR Progress

SeHR Inpatient is slated to go live in the fall of 2012 at MMC, followed by other MaineHealth members. SeHR Ambulatory is going live on a rolling basis, with many practices already using parts of the new system.

An important part of SeHR is MyChart, which will allow patients quick access to health information and the ability to take a more active role in their health care. MyChart will be available to ambulatory practices that are live with SeHR later this month.

The SeHR project also includes changes to Lawson, our business applications, and a conversion of ICD-9 to ICD-10. MaineHealth's phase from ICD-9 to ICD-10 by the fall of 2013 will result in greater coding accuracy and specificity, improved efficiency and lower costs, and greater achievement of the benefits of SeHR.

Getting the Training You Need

By definition, "new" means change. That's why we will be providing more information to you regularly on what you need to know as we transition to

the new system. Look for a new intranet site with training information, elearns, tips and tricks, and progress on the implementation. User training will be provided eight weeks prior to go-live for each site. Classroom and web-based training will be complimented by Super Users — colleagues who will serve as the "go-to people" to answer your questions and help you get comfortable using SeHR. Basic computer training will be provided shortly for those who need to brush up on or improve basic computer skills.

The MaineHealth system's Shared Electronic Health Record provides each of us the opportunity to be part of something extraordinary to dramatically improve patient care and the health of the communities we serve. As with any large-scale project, great effort and participation will be essential for this monumental undertaking. While MaineHealth will offer the most advanced technology, it is our people who will make the difference.

Have a question? Email SeHR@mmc.org

Paid Time Off Cash-Out Program

Hourly employees may obtain their personalized PTO Cash-Out election form online at Lawson Self Service beginning the last week of November. The form must be returned to the Payroll Office by December 30, 2011. Late requests cannot be honored. Payments will be made in January 2012 by direct deposit, according to your direct deposit election in effect at that time.



Role Model

B BCH patient Cailyn Fowler, 16, signing the Cystic Fibrosis book she authored, My ABC Book on Cystic Fibrosis, which helps other children understand the disease. Cailyn says she wants to be a nurse someday.

Bariatric Surgery Center Earns Designation

Following a rigorous application and review process, Maine Medical Center earned designation as an Aetna Institute of Quality Bariatric Surgery Facility for treating individuals living with morbid, or extreme, obesity. Aetna has recognized the Bariatric Surgery Program for consistently delivering evidence-based, quality care.

The Bariatric Program, which offers inpatient and outpatient bariatric surgery, has been serving Maine physicians and their patients for over 10 years and is recognized as a Bariatric Center of Excellence by the American College of Surgeons.

Looking Back . . .

Turkey Time

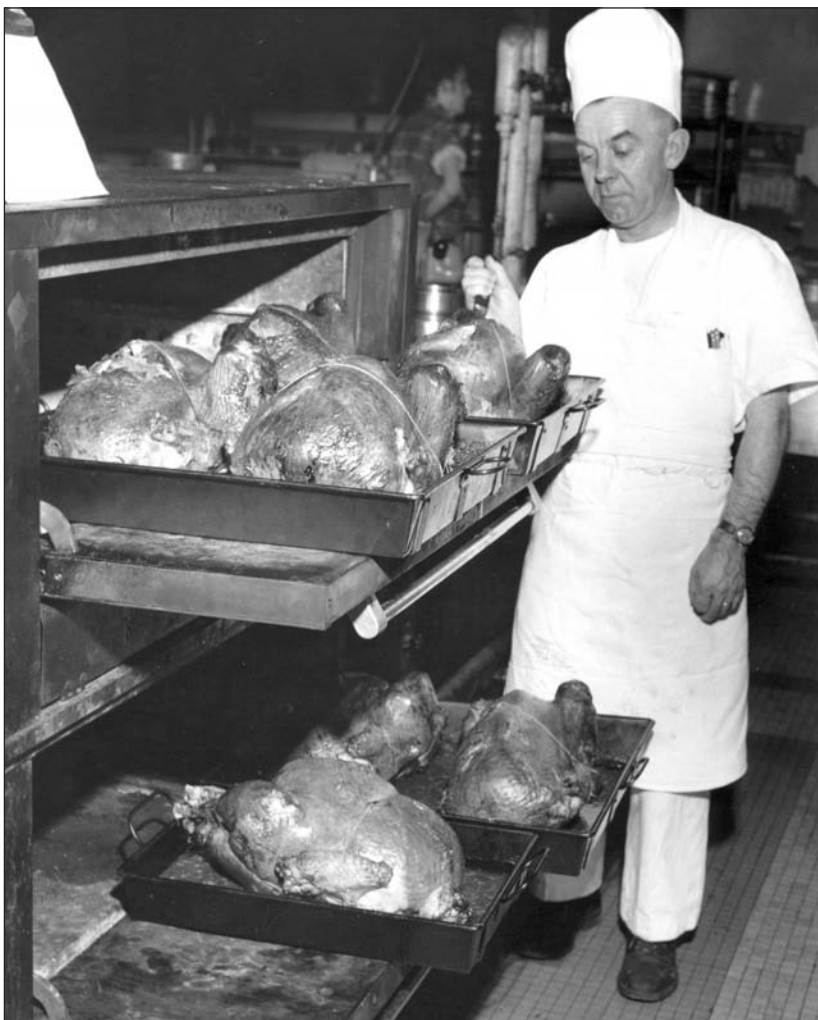


Photo courtesy Maine Medical Center Archives

Chief Steward Rutherford Small is busy basting birds for the 1958 Thanksgiving celebration. In all, 425 pounds of turkey were served to the hospital's patients, visitors, and employees working on the holiday. In contrast, this year's total is expected to be about 800 pounds. Small was a steward here for more than 20 years and received several special awards.



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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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