



Surgical Group Targets Infections

Operation Zero *Op Z*

People generally come to a hospital to be treated for what ails them. It's a simple, yet obvious premise, whether they suffer from a broken leg or heart disease. Unfortunately, too many patients leave — or have their stay extended — with an infection, which in most cases could be prevented.

That's why Surgical Services has unveiled Operation Zero, or Op Z, an effort to eliminate surgical site infections. "We have work to do," says Brad Cushing, MD, Chief of Surgery, who notes that our goal is zero infections. "One infection is one too many. Patients put their trust in us, and it's our responsibility to treat them without passing on something that makes them sicker."

Dr. Cushing recalls a painful conversation with the family of a patient — a father of two — who contracted a serious infection at the site of his surgery. "How do you tell a wife that her husband has a 15 percent chance of survival and that the reason may

be that we failed to follow proper protocol?" Fortunately, the man survived.

In addition to the physical and emotional toll on patients, infections impact the medical center's bottom line. In 2010, MMC recorded 201 surgical site infections, at a cost to the hospital of well over \$5 million. Estimated costs of treating an infection run upwards of \$50,000.

Beginning in January, all surgical site infection data will be publicly reported by the US CMS Hospital Compare website. The impact of our performance can be significant. Many insurers and employers, including the State of Maine, designate a "preferred provider" status on hospitals, and offer incentives (such as lower co-pays) to encourage those covered by their plan to seek care at these providers.

Taking Action

A major component of Op Z is a surgical "bundle," a list of action items that help to prevent infection. Items in the bundle

range from using hospital-laundried surgical attire and full hair coverage, to maintaining an optimum body temperature for the patient.

Signs listing the complete bundle are in place around the OR, and you can view it on the MMC intranet.

Most importantly, reducing surgical site infections requires a team effort. Even the smallest actions can impact a patient, just like good hand hygiene and cough etiquette help prevent the spread of germs.



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President's Message



Joint Commission Visit Brings Out Our Best

It's said that being challenged makes you stronger, a lesson I've found true over the years.

MMC was visited last month by a team of surveyors from The Joint Commission, the

organization that accredits hospitals.

Metaphorically speaking, the surveyors kicked tires, looked under the hood, and asked us about our driving habits. It's an incredibly thorough inspection that provides a clear picture of the quality of the care and services we provide, as well as the people who work at the medical center.

The visit does two important things. First, it determines whether a hospital is worthy of Joint Commission accreditation. Think of it as the Good Housekeeping Seal of Approval. It assures patients and family members of the quality of care provided. It's a very important accomplishment.

Secondly, getting back to the belief that facing challenges leads to growth, it makes us better, every day. We must maintain a constant state of readiness, and continually look at the way we do things through the eyes of a surveyor, and ask whether a particular treatment or practice would pass muster.

During the visit, surveyors provided us with valuable feedback, shared best practices from other hospitals, and offered suggestions for improvement. They met with staff from all levels and dozens of departments. We worked hard to prepare, and, despite the anxiety that comes with a site visit, our team shined.

After the visit, Jeff Sanders, our Chief Operating Officer, and I shared the good news of the visit via email, but I want to touch base on noteworthy items.

During our last Joint Commission visit, in 2008, surveyors noted 53 findings, or improvement items they'd like to see addressed. This visit, they noted just 17. Depending on the particular item, we have either 45 or 60 days to address them, and I'm certain we'll meet those targets.

Most importantly, none of these findings place our accreditation status in jeopardy.

Perhaps these comments from the surveyors best sum up the visit:

- "Truly a great organization."
- "Among the best I have had the privilege to visit anywhere."
- "You have so many best practices."
- "Nursing staff have been truly outstanding."
- "I look forward to recommending you to many organizations as I travel around the United States."
- "I can't say enough about your line staff, I enjoyed meeting every one of them."

I'm so proud of the efforts of each and every one of you, and am grateful and honored to work with such wonderful, passionate, and dedicated people. Keep up the outstanding work.

Respectfully,

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

Richard W. Petersen

President and Chief Executive Officer

Getting to know . . .

Pat Gelinas



Position:
Medical Technologist ASMT

Years at MMC:
33 years

What does your job entail?
Preparing blood and blood products for patients — surgical, oncology, NICU babies, etc. We also work up patients with positive Antibody Screens (patient who needs a special blood) and find compatible blood for them.

What people may not know is that:

I am actually related to Samuel Clemens, aka Mark Twain, I am an avid quilter, met my husband, Greg, here at MMC in 1979, and we are still here. In 1990 I was the 18th patient to have an Autologous Bone Marrow Transplant here at MMC's

Bone Marrow Transplant program — and was cured of Non Hodgkins Lymphoma. I am one of 1 percent of the world population with a red cell antibody called Anti-Vel.

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

My dad, who passed away when I was 10. I would love to tell him about my life and his grandchildren. He would have turned 101 on August 26.

I love working at MMC because:

Although in the Blood Bank we have very little patient contact, we help care for many of the sickest patients. It is very rewarding to know of their recovery and that my co-workers and myself played a large role in their recovery.

MMC Modifies Tobacco Policy

The medical center's Tobacco Policy is changing to reflect our commitment to supporting a healthy environment and to promote wellness within the communities we serve.

MMC now prohibits tobacco use at all sites, with the exception of one designated area at each location. For example, the only designated smoking area on the Bramhall Campus is located in the South Parking Lot.

Tobacco use may not occur on MMC property or within 50 feet of any building.

Use of tobacco products is no longer allowed in any parking areas or in any vehicles on Maine Medical Center property.

Our fragrance-free work place policy is referenced in the tobacco policy, stating employees are not to be at work carrying the odor of smoke.

As a health care institution, Maine Medical Center is committed to providing a safe and healthy patient care and work environment.

Equally important is being a good neighbor. Sadly, residents of nearby homes have told us they cannot open their windows because of the odor of cigarettes from people smoking on the sidewalk. Employees are asked to be considerate of our neighbors, not lingering on their property or leaving any trash, including from tobacco use.

Want help managing your tobacco use? Resources are provided free to employees to help get through the day, or to quit. Call the Center for Tobacco Independence, 662-7150.

AROUND THE MEDICAL CENTER

The Future Faces of Medicine



The Maine Medical Center - Tufts University School of Medicine Medical School Program welcomed its third class, the Class of 2015, at ceremonies on August 1. The school is part of an effort to address the shortage of physicians in our state, particularly rural areas. It also provides an affordable medical school education for Maine students. The Class of 2015 includes 27 Mainers among its 36 students.



Anne McKusick, MD, widow of Dr. McKusick, attended the event.

Kelley Skeff, MD, PhD, of Stanford University Medical Center delivered the Victor A. McKusick, MD, Lecture: "The Future of Medical Education."



Rachel Eliason chats with classmates during a reception that followed the ceremony.



MaineHealth Council Don Quigley poses with Sarah Gray, daughter of the late Paul Gray, who was MMC's Vice President of Planning.



Jessica Dietz is joined by her parents, Bill Dietz, MD, and Pam Dietz, MD. Both are MMC doctors.



Margaret "Meg" Curran receives her stethoscope from Medical Education's Bob Bing-You, MD.



Thank You Celebration

Briana Galiardi (left) and Danielle Pinkham enjoy some ice cream at a special event to thank staff for presenting MMC in such a positive light during the recent Joint Commission visit. Both work in our Mother-Baby Unit.

Maine Medical Partners Adds New Specialty Practice

A new orthopedic practice has joined the family of specialists within Maine Medical Partners.

Maine Medical Partners Orthopedics will open in Falmouth on September 1. Orthopedic surgeon, George Babikian, MD, will lead the Division of Joint Replacements beginning in September, followed by Brian McGrory, MD, Donald Endrezzi, MD, Michael Becker, MD, and Peter Guay, MD, in January.

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 May 2011	MMC Rate	MMC Target	US Average
Communication with doctors	77%	85%	80%
Communication with nurses	74%	83%	76%
Responsiveness of staff	61%	70%	60%
Communication about medicines	63%	67%	60%
Quietness	48%	57%	58%
Care transitions	62%	65%	65%

Patient Care: How often do we deliver recommended care?

Measure for May 2011	MMC Rate	MMC Target	US Average
Heart attack	93%	98%	95%
Measures for May 2011			
Heart failure	98%	95%	88%
Pneumonia	94%	98%	86%
Surgical care	97%	95%	84%

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

Measure for May, 2011			
Readmitted within 30 days:	170	Readmission rate:	10.7%

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

Measure for August 7, 2011			
MMC	74.5%	Target:	75%

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

July Anniversaries



Mike Ryan,
25 Years



Deb Heald
25 Years

35 Years

Susan Fielding,
Clinic - Adult Medicine
Jeanne Flagg, Pre-Admitting
Kathleen Potrepka,
Physical Therapy
Roxanne Taylor, Transplant

30 Years

Linwood Ashton, Central Supply
Ruth Cote, Post Anesthesia Care
Kathleen Henderson,
Pulmonary Medicine

25 Years

Heidi Alpern, Anesthesia
& Pain Management
Rhonda Babine,
Center for Clinical
& Professional Development
Kathleen Bouchard,
Brighton FirstCare
Michael Cirillo,
Nutrition Services
Catherine Duplinsky,
Birth Center
Karen Fitzgerald, OR
Morbideus Goodell, Radiology
Deborah Heald, Health
Information Management
Karen Kinne, Nephrology
Michael Ryan, Operations

20 Years

Mark Eastman,
Information Services
Maureen Estes, Switchboard
Edith Gribbin, Creative Services
Jennifer Joseph, Physical Therapy
Brian Keith, Nutrition Services

15 Years

Susan Campbell, Prenatal Center
Brad Cushing, Surgery
Martine Fogg, SCU
Stacy Getchell, Birth Center
Kathleen McHugh, SCU
Karen McKenzie,
Financial Services
Karen Michaud, Nursing Floats
Karen Millett, Psychiatry
Nathan Rowe, Central Supply
Andrea Siewers, MMCRI
Robin Warren,
Information Services
Dennis Wildes,
Clinical Engineering
Brian Youth, Pediatrics

10 Years

Brian Anderson, Distribution
Joseph Bonney, Copy Center
Mark Boucher,
Nutrition Services
William Chaney, Nursing Floats
Robin Chase, EICU
Heather DiYenno,
Care Coordination
John Flechtner,
Information Services
Ann Milliken,
Pulmonary Medicine
Robin Robbins,
Nutrition Services
Barbara Sawyer, Cancer Institute
Craig Schneider,
Family Medicine
Laurie Small, Cancer Institute
Timothy Smith, Central Supply
Christina Tavares, SCU
Myrna Vance, Linen Processing

5 Years

Robert Winchell, Physician
Jamie Ahlquist,
Emergency Department
Jeffrey Anderson,
Surgical Tech School
Jessica Bosch, Gibson Pavilion
Mary Callahan,
Cardiothoracic ICU
Christine Coffman, P3CD
Robin Corrao, Gibson Pavilion
Emily Dixon, Ultrasound
Heather Emerson, Psychiatry
Renee Fay-LeBlanc, Physician
Joshua Frances,
Emergency Preparedness
Donna Gagne, Heart Cath Lab
Gary Gardner, Security
Kalayu Halefom,
Building & Grounds
Heather Halloy,
Nutrition Services
Sara Laniewski, Birth Center
Katelyn Leahy,
Nutrition Services
Brianna Mauro, P3CD
James McGinley, Security
Dawne Miller, Surgery
Ahmed Roble, Linen Processing
Lindsay Ryan, R5
Meghan Stewart,
Gibson Pavilion
Kimberley Stewart, Switchboard
Robin Walsh,
Information Services

Time is Running Out: Save Up To \$338

The deadline to sign up for WOW! Rewards is coming right up. WOW! Rewards, the voluntary incentive program for employees enrolled in the MaineHealth health plan, can save you up to \$338 in 2012 when you meet the WOW Rewards health screening targets by September 30, 2011. Just complete two easy steps — a Health Screening and online HealthQuotient Risk Assessment.

This year, WOW! Rewards helps you identify and understand your current health risks. With this knowledge, you can engage in healthy behaviors to help lower those risks, especially for heart disease, diabetes, cancer, or other health conditions. WOW! Rewards screening includes body mass index (BMI), blood pressure, fasting glucose and fasting cholesterol, and nicotine.

For more information about the WOW! Rewards Program, visit www.mainehealth.org/wowrewards.

Looking Back . . .

Medical Education, 1960



Photo courtesy Maine Medical Center Archives

This group of new interns arrived at Maine Med during the summer of 1960. Merle Bacastow, MD, the hospital's first Director of Graduate Medical Education, was instrumental in filling all of our intern positions that year. Several of these physicians went on to have long careers practicing at MMC and elsewhere in Maine, some rising to national prominence. Bob McAfee, MD, for example, was elected President of the American Medical Association in 1993.

Front row, left to right

*Robert McAfee, MD, John Derry, MD, Edmund Hardy, MD,
Alice Parsons, MD, James Sullivan, MD, Nicholas Khoury, MD*

Back row

*John Dinan, MD, Emory Howard, MD, Frederick Cheney, Jr., MD,
Gordon Moore II, MD, A. Dewey Richards, MD, Winton Briggs, MD*


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22 Bramhall Street
Portland, ME 04102-3175

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Comments, questions and suggestions may be addressed to Communications & Marketing. (207) 662-2196
Editor: John Lamb