

# What's Happening

at Maine Medical Center



June 2011 | VOLUME 45 , NUMBER 6

## Shhh... Silent Hospitals Help Healing

One of the many quality improvement projects taking place at the hospital focuses on the patients' experience with the quietness of their environment. Our primary goal is to provide a more restful healing environment. Our secondary goal is for patients to report on their Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey that they "always" experienced a quiet room during their stay.

All MMC employees and visitors can help make a difference. During quiet time, we ask you to:

- Speak quietly
- Turn phone and pagers to silent or vibrate
- Limit foot traffic through clinical areas
- Use ground floor elevators to avoid going through patient care areas to reach your destination
- Dim lights on units and in patient rooms
- Offer earphones for viewing TV or portable devices
- Offer earplugs
- Advocate for a quiet environment in patients' rooms
- Tell patients, families, and visitors you will be advocating for reducing noise in their room.

Be mindful of everyday actions you do that generate noise in patient areas and rooms, and report to management noisy equipment and/or systems for review or repair.

Research proves rest contributes to faster recovery and healing. We all have a responsibility to provide our patients a quiet healing environment.

### In This Issue:

President's Message	2	Quality Commitment	9
Getting to Know	3	People	10
Around the Medical Center	4	Anniversaries	11
Honor Night 2011	6	Looking Back	12
Take the Code Quiz	7		

Maine Medical Center  
MaineHealth

*centered around you*

[www.mmc.org](http://www.mmc.org)

# President's Message



## Honor Night a Time to Recognize Contributions, Look Ahead

I've been focused lately on efforts to move MMC from a very good organization to a great one. The medical center has a long, impressive history of being the premier care provider in the region,

but the landscape of health care is changing. More is being asked of us by patients, as well as by regulators. And our competition is running harder and faster than ever before. We need to keep pace by achieving high standards consistently, and also want to set ourselves ahead as leaders.

Becoming a great organization doesn't happen overnight, and it's not something that every organization can pull off.

So why am I certain that MMC can become great? Anyone who was at Honor Night knows the answer. This year, 966 employees celebrated milestone anniversaries (5 years, 10, 15, etc.) and have worked a combined 12,930 years. Eighteen of this year's honorees have worked here 40 or more years. Wow.

Throughout its history, MMC has been a leader, and credit goes to our people, past and present, who've always carried a singular focus on providing the best patient care possible.

Look around the medical center at the efforts underway to enhance our care. Our hand hygiene campaign brought a dramatic increase in hand cleaning, the single best way to prevent the spread of germs. The Patient Experience Team is hard at work addressing ways to create a quiet environment that helps patients sleep — and promotes healing — while also striving to improve communication between staff and patients, particularly about medications. Our Chief of Surgery, Dr. Brad Cushing, is leading an institution-wide effort to reduce surgery-related infections. And these are just the beginning of a very long list.

I've said many times that a hospital can have the latest technology, treatments, and surgical procedures, but it's the people who make it truly great.

Patients and families often tell me about the wonderful care they receive at Maine Medical Center, and the comfort they find coming here, knowing they'll be treated by the best and most caring group of people in health care.

While I don't know what the future of health care holds, I know that with all of you on our team, Maine Medical Center will become great.

Respectfully,

A handwritten signature in dark ink, appearing to read 'Richard W. Petersen'.

Richard W. Petersen  
President and Chief Executive Officer

# Getting to know . . .

## Martine Eon

**Position:**

Respiratory Therapist

**Years at MMC:**

26 years

**What does your job entail?**

I wear two hats: Interim Supervisor at the Maine Sleep Institute (MSI) and a Clinical Specialist for Lung Health at MaineHealth (MH). MSI is an eight-bed sleep lab, and the only one north of Boston that diagnoses and treats young children. At MH, I educate providers about the importance of spirometry (measuring lung function) in diagnosing and managing Chronic Obstructive Pulmonary Disease (COPD).

**What people may not know is that:**

I'm the first and only woman fire commissioner in my community. My health care and neonatal, pediatric, and adult transport experience guides my contribution as commissioner since our EMS service plays such a vital role in our fire department.

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

This was the most difficult question to answer. My short list was Marie Curie, Benazir Bhutto, my dad, and Paul Cox Jr., MD. Dr. Cox was an advocate and mentor for my profession. An opportunity to share his wisdom, compassion, and insight and the way he stroked his beard as he pondered his answers would be worth the sadness of saying good-bye again.

**I love working at MMC because:**

I learn new things everyday at MMC and MaineHealth and know I make a difference. It's an environment dedicated to education, research, and delivering the highest quality care to our community. I'm proud to be a part of the MaineHealth family!

## MMCRI Researchers Receive Funding

The Maine Cancer Foundation (MCF) awarded grants totaling \$417,229 to five researchers at MMC's Research Institute. This funding focuses on cancer research, with emphasis on leukemia, breast, and prostate cancers:

Amy Haskins, PhD, received \$71,029 to continue work refining and validating a model that predicts problems encountered by prostate cancer patients after treatment.

Lucy Liaw, PhD, received \$94,184 for research into a tumor suppressor in breast cancer, the patterns of tumors as compared to healthy cells, and how signaling pathways may suppress breast cancer.

Igor Prudovsky, PhD, received \$86,977 to examine blood vessels that feed solid tumors, and if suppressing the proteins secreted by these vessels can inhibit the growth of tumors.

Pradeep Sathyanarayana, PhD, received a \$92,000 grant to define the role of certain biomarkers in acute myeloid leukemia (AML) and how they may promote migration and invasion of leukemic cells in AML.

Doug Spicer, PhD, received \$73,039 for research to identify mechanisms regulating tumor development and progression, and to develop therapeutic approaches to target these mechanisms to combat these processes.

# AROUND THE MEDICAL CENTER

## MMC Has Heart

More than 150 staff, family, and friends participated in this year's American Heart Association Heart Walk. Twenty-four teams from MMC raised \$21,187, placing us second among organizations in southern Maine.

## Nursing Excellence Awards - 2011

Congratulations to this year's recipients:

**Nursing Excellence:** Susan Buthlay, RN, Labor/Delivery; Alleen Eastwood, RN, R7; Susan Harper, RN, Care Coordination; Julie Hill, RN, CTICU; Vicky Hunt, RN, P3CD; Deborah Jackson, RN, SCU; Sarah Lavoie, RN, P3CD; Marilyn Otis, RN, R5

**Nurses as Teachers:** Debbie Martin, RN, Float Pool; Kirsten Scribner, RN, CTICU

**Laura Vogel Humanitarian Award:** Marieta Atienza, RN, R3

**Team Award:** Emergency Department

**Nursing Research Awards:** Susan Brown, RN, CICU; Christine Lord, RN, CICU; Richard Riker, MD, Critical Care; David Seder, MD, Chest Medicine; Shawn Taylor, RN, SCU

**Research Mentor:** Kelly Lancaster, RN, SSC



## DEPARTMENT PROFILE

### AIM's Care Reaches Far and Wide

When patients come to Maine Medical Center it's likely that at some point during their visit they'll come in contact with a member of the Adult Inpatient Medicine (AIM) team.

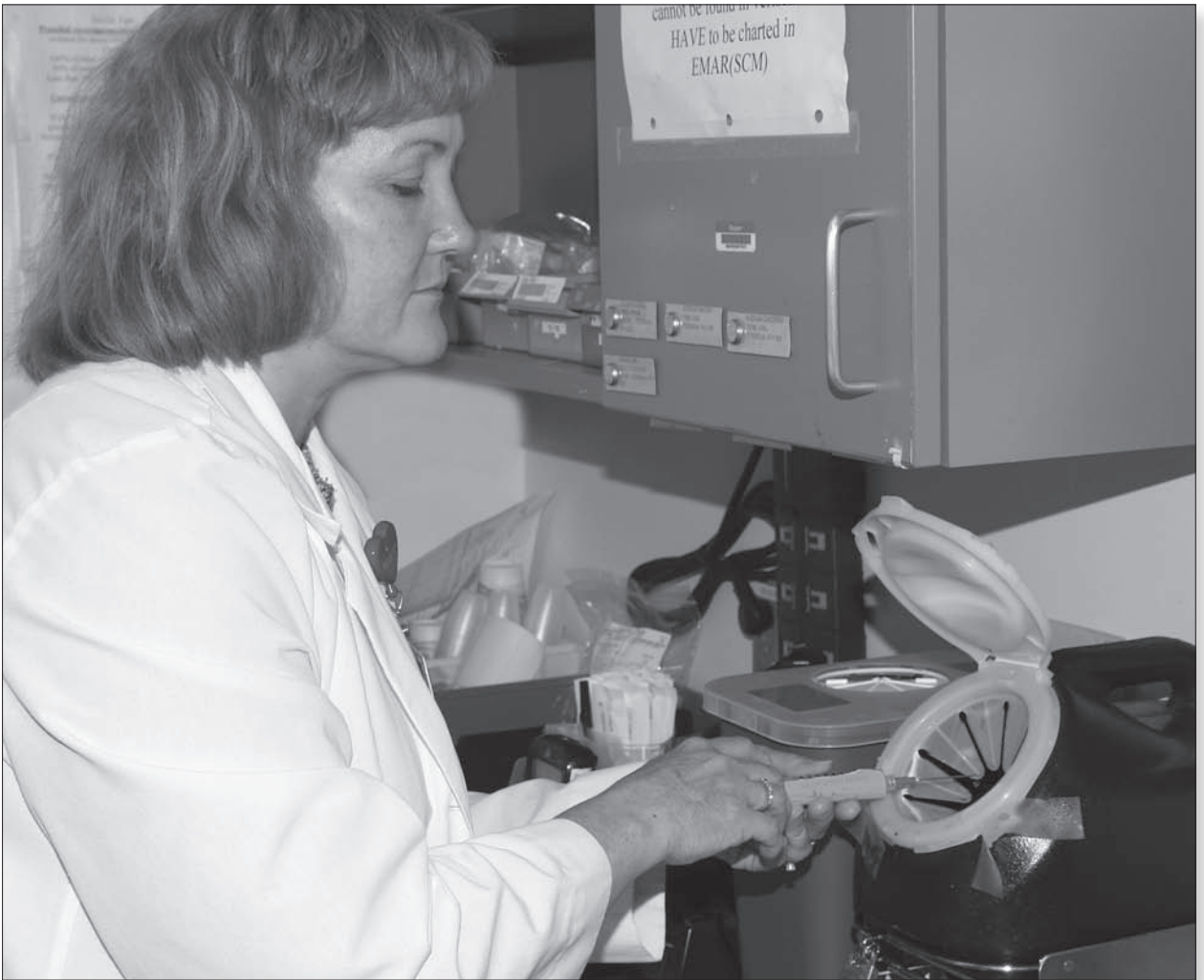
AIM provides care for patients of our Hospitalists, Family Medicine, and Internal Medicine resident teaching services. Another important piece of AIM is comprised of the physician assistants and nurse practitioners who work with primary care physicians and hospitalists. Each day, approximately 20 percent of MMC's non-surgical patients — about 100 people — come under the care of our AIM team.

AIM brings together people from many disciplines, including Nursing, Care Coordination, Pharmacy, Spiritual Care, and Therapy, who all make valuable contributions to our patients.

AIM is most recognized on its three principal units, P3CD, R2, and R4, but the program also regularly cares for patients in many other units of the hospital, including R5, R6, R7 and Gibson. (Our AIM staff is larger than many hospitals in the state), and members of the AIM team regularly interact with staff in Cardiac Services, Emergency Department, OB/GYN, Radiology, and Surgery.

"Our patients come from our primary care community, referrals from other hospitals in the MaineHealth system, and of course the summer and fall tourists, so our team touches a lot of patients and departments," says Joel Botler, MD, AIM's Medical Director. "On any given day, we could be caring for patients suffering from cardiac issues, stroke, lung disease, pneumonia, cancer, dementia, as well as a host of other illnesses."

Geriatric Medicine, which strives to improve the health, wellness, and quality of care for Maine's older adults, is integrated with all of the AIM services.



### ***MMC Adopts New Method to Safely Dispose of Pharm Waste***

*Maine Medical Center has implemented a safer and more secure way to dispose of pharmaceutical waste. Medication is placed in a black container, as demonstrated in the photo by R1's Nina Swan. A substance is added to solidify the contents, making all medication inside unrecoverable. The container is then removed by a vendor that specializes in environmental waste disposal. A second, larger canister is used to dispose of solid waste, such as IV bags and tubes.*

## **MMC Lends a Hand at Health Fair**

The Maine Medical Center Cancer Institute and Maine Heart Center provided free screenings at the sixth annual Multicultural Exercise for Health and Love, a health fair that focused on health screenings and referrals for racial and ethnic minority communities in Greater Portland. The event, held in May, was organized by the Minority Health Program of the City of Portland's Health and Human Services Department, Public Health Division in partnership with Maine Medical Center and Mercy Hospital. Cancer Institute staff provided free head and neck cancer screenings, while the Maine Heart Center offered cardiovascular health screenings.

## **IS Contact Center Launches New Portal**

The Contact Center created a new website designed to help you with common PC/phone support tasks. The link is located in the lower left on our Intranet homepage. Or you can type selfservice in the address bar in your browser.

# HONOR NIGHT 2011

Honor Night recognizes staff who celebrated milestone anniversaries, and this year's list was especially impressive, as nearly 1,000 employees celebrated milestone anniversaries.

"Honor Night demonstrates what makes Maine Medical Center special", MMC President and CEO Rich Petersen told the gathering. "I look around the audience and see the faces of the hospital. You reassure patients, comfort families, and work behind the scenes to keep the hospital operating smoothly."

Congratulations to all who celebrated anniversaries this year.

**Sidney Leighton** from Central Services was the longest tenured employee honored this year. When his 45 years of service began, Lyndon Johnson was president, *How The Grinch Stole Christmas* aired for the first time, and *The Sound of Music* won the Academy Award for Best Picture.



**Gary Harmon** of Clinical Engineering shares a laugh with Rich as he receives his 30-year plaque.



**Marieta Atienza** of R3 proudly displays her 35-year plaque.



Anesthesia's **Nancy Quint** sported a tiara for the evening. Nancy celebrated 25 years at MMC.



After the ceremony, staff and family stayed for a night of music and dancing.

# TAKE THE CODE QUIZ

## CODE

## DESCRIPTION

<b>RED</b>	_____	1. Patient elopement
<b>BLUE</b>	_____	2. Bomb threat
<b>WHITE</b>	_____	3. Behavioral emergency
<b>PINK</b>	_____	4. Active violence; weapon/hostage
<b>PURPLE</b>	_____	5. Rapid Response Team
<b>YELLOW</b>	_____	6. Hazardous material spill/release
<b>GRAY</b>	_____	7. Child abduction
<b>SILVER</b>	_____	8. Possibility of disaster situation
<b>ORANGE</b>	_____	9. Fire in the area of sounding alarm. Follow RACE procedure
<b>GREEN</b>	_____	10. Infant Abduction
<b>TRIAGE</b>	_____	11. Medical Emergency

How did you do? Answers on page 10.

# Doctor's Volunteer Work Featured in Surgeon's Publication

**Samuel Broaddus, MD, FACS, MMC** Trustee, and urologist with Maine Medical Partners Urology—shared his experience providing volunteer medical care to the people of Haiti in the May edition of *The Bulletin*, a publication by the American College of Surgeons. Since his first visit in 1994, Dr. Broaddus has become inextricably linked with Haiti, visiting regularly and providing volunteer surgical care and training through the organization, Konbit Sante. Through Konbit Sante, Dr. Broaddus and others are working to help Haitian colleagues build and strengthen the public health system specifically in and around Cap-Haitien. He and others have also arranged opportunities for physicians from Haiti to come to Maine, specifically MMC, and to sharpen their surgical training skills.



## Publication Recognizes MMC Hip Surgeon

**Brian McGrory, MD**, has been named as one of 70 Outstanding Hip Surgeons and Specialists by Becker's Orthopedic, Spine & Pain Management Review (May 2011), which serves to recognize the research and academic accomplishments of medical experts nationwide. Dr. McGrory was recognized for his leadership at the MMC Joint Replacement Center and national organizations, as well as for his role as the lead investigator in the research of hip replacement materials.

## Alzheimer's Association Honors Maine Med Doctor, Geriatric Program

**Joel Botler, MD**, and the Geriatrics Center at Maine Medical Center were honored with the Maine Alzheimer's Champion Award, presented by the Maine Chapter of the Alzheimer's Association.

The award, given by 2010 Maine Alzheimer's Champion Katherine Pope, MD, is presented to an individual or group whose work or activity benefits those living with dementia.

Dr. Botler is the Medical Director of Adult Inpatient Medicine at Maine Medical Center. The award was presented at the Alzheimer Association's annual Champions Breakfast.

"Caring for patients with dementia presents a unique challenge," says Sarah Stepp, Director of Development for the Alzheimer's Association, Maine Chapter. "In addition to the wonderful clinical care they provide, Dr. Botler and his Geriatric team offer compassion and support for both patients and their families."





# 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, [lucasj1@mmc.org](mailto:lucasj1@mmc.org).

## Patient Experience: What are patients saying about us?

Measures for March 2011	MMC Rate	MMC Target	US Average
Communication with doctors	81%	85%	80%
Communication with nurses	74%	83%	76%
Responsiveness of staff	61%	70%	60%
Communication about medicines	60%	67%	60%
Quietness	45%	57%	58%
Care transitions	64%	65%	65%

## Patient Care: How often do we deliver recommended care?

Measure for March 2011	MMC Rate	MMC Target	US Average
Heart attack	95%	98%	95%
Measures for April 2011			
Heart failure	96%	95%	88%
Pneumonia	98%	98%	86%
Surgical care	99%	95%	84%

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

Measure for March, 2011			
Readmitted within 30 days:	181	Readmission rate:	12%

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

Measure for May 29, 2011			
MMC	77%	Target:	75%

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

# People

---

**Eric Field, Ian Geib, and Robert Smart** obtained certification with International Association of Health Care Security and Safety (IAHSS), a professional organization comprised of security, law enforcement, and safety professionals dedicated to the protection of health care facilities worldwide.



*Marissa Tysiak*

**Marissa Tysiak** has accepted the position of Infectious Diseases Clinical Pharmacy Specialist and Co-Director of the Antimicrobial Decision Support Program. Tysiak completed a PGY-1 Pharmacy Practice Residency at Charleston Area Medical Center in Charleston, W. Va, and a PGY-2 Infectious Diseases Specialty Residency at MMC.

**Judy Lucas** has been named Interim Director of Performance Improvement. Lucas currently serves as the Chair of our Safe Patient and Family Centered Care Advisory Council and as well as a patient/family advisor to the Board Performance Improvement Committee and Quality Council. She is also a long-term hospital volunteer, serving at our front desk and in our Ambassador program in the Emergency Department and The Barbara Bush Children's Hospital.



*Rocket Wong*

**Rocket Wong** has assumed the role of Interim Data Analysis Manager in CPI. Wong has been with MMC eight years as a Senior Systems Analyst, and played a significant role in the developing our SAS tools, dashboards, and scorecards.

**Paul Weiss** has accepted the position of Director of the Southern Maine Regional Resource Center (SMRRC). Weiss had served in the interim SMRRC Director role since October.

The SMRRC coordinates regional disaster preparedness activities with hospitals and other care facilities across southern Maine, in coordination with the MMC Emergency Preparedness program.



*Paul Weiss*

**John Curran**, Director of Planned Giving and Major Gifts, has been elected President of the Planned Giving Group of New England (PGNNE). PGNNE's mission is to educate, connect, and inspire gift planning professionals in the advancement of philanthropy. Curran is also a member of the board of the Maine Planned Giving Council.

R9's **Cecilia Inman** was selected as one of eight participants by the American Nurses Credentialing Center (ANCC) to write questions for future Cardiovascular certification exams.



*Cecilia Inman*

**Peter Russell** has joined MMC as a Senior Training & Organizational Development Specialist. Russell worked at Mercy for 10 years in a variety of HR leadership roles, including Director of Human Resources & Organizational Development.

**Kathleen Berube**, Director of Volunteer Services, received the President's Award from the New England Association of Directors of HealthCare Volunteer Services (NEADHVS). The award is given to "recognize colleagues as innovative administrators, effective collaborators and for their ability to create 'high impact' volunteer programs."

Note: People will be moving to eNews and the MMC intranet, beginning in July. Look for regular updates about MMC staff. Submit items for People to: [MMCnews@mmc.org](mailto:MMCnews@mmc.org).



## Answers to the Code Quiz

Red - 9; Blue - 11; White - 5; Pink - 10; Purple - 7; Yellow - 2; Gray - 3; Silver - 4; Orange - 6; Green - 1; Triage - 8

# June Anniversaries



Rosalie Blenkhorn,  
35 Years



Jackie Campbell,  
25 Years



Rachel Girard,  
25 Years

## 35 Years

Janet Beecher,  
Clinic - Employee Health  
Rosalie Blenkhorn, Dialysis  
Rita Dorazio, Outpatient Registration  
Anh Nguyen, R3

## 30 Years

Joanne Burgess, Cardiac Services  
Debra Oliver, Information Services  
Brenda Quatrano, Nutrition Services  
Philip Scavotto, SCU  
Cheryll St. Onge,  
Anesthesia & Pain Management

## 25 Years

Jacqueline Campbell, SCU  
Joseph Dalton, Cardiothoracic ICU  
Sharon Ferrante, Distribution  
Rachel Girard, Diabetes Nursing  
Sarah Gowell, R9  
Susan Guertin, Pediatrics  
Cynthia Jesseman, NICU  
Dorothy McLaughlin, NICU  
Kelly Patchell, Post Anesthesia Care  
Susan Skowronski, ACCU  
Bridget Weisser, R5

## 20 Years

John Hubbard Jr,  
Outpatient Registration  
Paula Keogh, Radiation Therapy  
Carolyn Lancia, Poison Control  
Nicholas Liberatore,  
Environmental Services  
Ann-Marie Neal, R3  
Richard O'Toole, Psychiatry  
Amy Robinson, Brighton FirstCare  
Jennifer Roy, SCU  
Janet Springborn, Gibson Pavilion  
Cynthia Tack, Social Work  
Noreen Vincent, R3

## 15 Years

Nora-Lee Bishop, Heart Cath Lab  
Denise Chadbourne, Radiology  
Michelle Flanders, Diagnostic  
Kyle Reed, Pulmonary Medicine  
Alison Samitt, Family Medicine  
Lori Walker, ASU  
Elizabeth Whitney, Cardiology

## 10 Years

Dyan Albano,  
Medical and Academic Affairs  
Angela Bagley, Information Services  
Carol Barre, R1  
Peter Bates, Medical Affairs  
Erich Bohrmann, Psychiatry  
Tanya Cadger, Radiology  
Susan Connolly, SSU  
Benjamin Cowan, Hospitalists  
Melissa Daigle, Nutrition Services  
Lisa Donahue,  
Clinic - Adult Medicine  
Deanna DuBail, Nutrition Services  
Tricia Foley, Center for Clinical &  
Professional Development  
John Gladu Jr, Birth Center  
Deborah Gregoire,  
Post Anesthesia Care  
Patricia Gullick, Radiology  
Kate Herrick, Care Partners  
Christine Irish,  
Emergency Department  
Diane Kandilakis,  
Audit & Compliance  
Gloria Ledoux, NICU  
Lorianne Libby, Clinic  
Richard Marino Jr, Family Medicine  
Gina Marquis, Patient Services  
Jacqueline Martin, Gibson Pavilion  
Jill Mazer, R1  
Wayne Miller, Security  
John Misiewicz,  
Health Information Management  
Julianne Ontengco, Surgery  
Denise Owens, SCU  
Charles Papa, Environmental Services  
Eileen Poulin, Physicians  
Edmund Presby III, Heart Cath Lab  
Maria Reinhard, Pediatrics  
Laura Schwindt, Physician  
Dwayne Simpson,  
Information Services  
Marianne Turner, Care Coordination  
Emily Walters, Kids CO-OP  
Oscar Wangabo,  
Environmental Services  
Steven Woodward,  
Information Services  
Encarnacion Young, CICU  
Mariya Yurkevich, Nutrition Services

## 5 Years

Amanda Barbee, R9  
Katelyn Beeley, R5  
Sophie Belanger, P3CD  
Georgia Bell, Endoscopy  
Donald Breton, Distribution  
Maya Bulman, Psychiatry  
Loretta Burley, Switchboard  
Melissa Cashman, MRI  
Jennifer Cleasby, Family Center  
Danielle Coon, Pediatrics  
Susan Copeland, Financial Services  
Stacy Davis, Vocational Services  
Jaime Devin, Nutrition Services  
Diana Dorval, R9  
Jennifer Duprey, Housestaff  
Elizabeth Eisenhardt,  
Internal Medicine  
Ashley Eldridge, SCU  
Kami Farnum, P6  
Lurene Forbes, Radiology  
Sandra Fritsch, Psychiatry  
Daphrose Gatete,  
Environmental Services  
Jason Gaudet, Radiology  
Joyce Johnson, Radiology  
Bonnie Jones, SCU  
Elizabeth Kasny, R4  
Anne Kieryn, Housestaff  
Scott King, Housestaff  
Kathryn Klima, Housestaff  
Traci Kruse, Housestaff  
Urszula Kwiatkowski, Dialysis  
James Little, Emergency Department  
Lindsey Lucas, NICU  
Amy MacQueen, Sports Medicine  
Douglas MacQueen, Housestaff  
Casey MacVane,  
Emergency Department  
Mia Marietta, Housestaff  
Donna Masi, P3CD  
Heather Mateja, SCU  
Erin Maynard, Housestaff  
Jamie McNeil, Heart Cath Lab  
Kayla Methot, Family Center  
Gregory Morin, Psychiatry  
Logan Murray, Pediatrics Hospitalists  
Stephanie Nichols, Pharmacy  
Boriana Petkov, Housestaff  
Shaun Samuelson, Housestaff  
Amanda Savage, Cardiothoracic ICU  
Nebojsa Simatovic, R7  
Katherine St Onge, Pediatrics  
Corina Tanguay, Physical Therapy  
Jessica Timberlake, P3CD  
Abigail Turay, Emergency Department  
Sarah Ward, Gibson Pavilion  
Jennifer Whitling, Gibson Pavilion  
Susan Wilson, Pediatrics

## Save \$\$ With WOW! Rewards

Want to save \$338? It's easy with WOW! Rewards, the voluntary incentive program for employees enrolled in the MaineHealth health plan. By completing two simple steps, you can receive up to \$338 towards your health premiums in 2012.

The plan rewards those who lead healthy lives and provides an incentive for others to make positive changes in their health. This year, you can earn rewards based on health factors, such as blood pressure, cholesterol, weight, and being tobacco-free.

If you're enrolled in the health plan, you can take advantage of WOW! Rewards:

1. Go to a NorDx lab to complete a free screening (requires 8-12 hours of fasting)

- The NorDx Lab at 22 Bramhall offers employee-only hours Monday - Friday mornings, 6 - 10:00 a.m.
- Other NorDx locations are available

2. Complete a HealthQuotient Risk Assessment by September 30, by logging into [www.webmdhealth.com/mainehhealthwow](http://www.webmdhealth.com/mainehhealthwow). You'll need to re-register.

Want to learn more? Visit [www.mainehealth.org/wowrewards](http://www.mainehealth.org/wowrewards).

## Looking Back . . .

### *Nothing to be Afraid Of*



*Photo courtesy Maine Medical Center Archives*

*In 1953, a series of photos, including this one, depicted a child's hospital visit. Entitled "Dougie Goes to the Hospital," the pictures were designed to allay the fears of hospitalization.*

*The photos, displayed in the main lobby, showed Dougie packing his bag, meeting student nurse Dottie Breton, watching his mother leaving, and finally explaining to his "ailing" teddy bear that going to the hospital isn't so scary.*

*The caption that accompanied this photo read: "This isn't so bad after all, friends to play with and a nice nurse to take care of me."*



Maine Medical Center  
MaineHealth

*centered around you*

22 Bramhall Street  
Portland, ME 04102-3175

*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.

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