

# What's Happening

at Maine Medical Center



May 2011 | VOLUME 45 , NUMBER 5

## Maine Medical Center Cancer Institute Earns National Achievement Award

MMC is one of only 90 facilities nationwide recognized by the Commission on Cancer of the American College of Surgeons.

Maine Medical Center (MMC) has again received the Outstanding Achievement Award from the American College of Surgeons' Commission on Cancer (CoC).

Established in 2004, the CoC Outstanding Achievement Award (OAA) is designed to recognize cancer programs that strive for excellence in providing quality care to cancer patients.

MMC received the award for demonstrating a commendation-level of compliance with standards in six areas: cancer committee leadership, cancer data management, clinical management, research, community outreach, and quality improvement. The level of compliance with the seven standards was determined during a 2010 on-site evaluation by a physician surveyor.

In addition, facilities must receive a compliance rating for 29 other cancer program standards.

"Treating cancer patients is among the most challenging tasks for medical professionals because of the complexity of the illness and the range of emotions brought on by the word 'cancer,'" says Jacquelyn Hedlund, MD, Medical Director of the Maine Medical Center Cancer Institute. "Our staff is very touched by this award, as it validates their hard work and the way we care for our patients."

MMC joins a select group of 90 currently- and newly-accredited cancer programs across the United States, and is the only recipient in Northern New England.

The Commission on Cancer is a consortium of professional organizations dedicated to improving survival and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive quality care. Its membership includes Fellows of the American College of Surgeons and representatives of 47 national organizations that reflect the full spectrum of cancer care.

## EMPLOYEE APPRECIATION WEEK CELEBRATED April 25 – April 29, 2011



### In This Issue:

President's Message	2
Getting to Know	3
Around the Medical Center	4
Employees Celebrated	6
Thanks to our Volunteers	8
People	10
Anniversaries	11
Looking Back	12

  
Maine Medical Center  
MaineHealth

*centered around you*

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

# President's Message



## Another Challenging Budget Season Upon Us

I consider myself an optimist when it comes to the economy. We're slowly emerging from a tough recession, and although the recovery has yet to really take off, I'm feeling good about

the future. The stock market is moving in the right direction, consumer and business spending are showing signs of solid growth, and realtors are optimistic that the arrival of warm weather could revive the housing market.

At the same time, my glass-half-full philosophy is being tested closer to home. Health care reform looks like it will bring decreased payments for our services from government payers, such as Medicare. Additional pressures are mounting to limit rate increases, while calls for increased transparency and pressure to raise the bar on our care threaten to further stretch our resources.

In short, more is expected of health care providers without a corresponding increase in payments.

Maine Medical Center, like most other organizations, is feeling the pinch of this new health care reality. We continue to experience declining inpatient volumes and a shift to more outpatient care — for which we are reimbursed less. In addition, our expenses continue to climb, particularly in pension funding and health insurance premiums.

Careful planning and expense management helped us weather the downturn thus far.

However, we're being forced to again find ways to reduce the rate of growth in our expenses, while continuing our efforts to manage the cost of care — a commitment we've made to our community and stakeholders.

Last year we asked department heads to reduce expenses by providing specific targets based on reduced inpatient volumes. This year, the budget leadership team is again looking for reductions in operational expenses.

Jeff Sanders, Chief Operating Officer, and John Heye, Chief Financial Officer, are chairing the Executive Committee in charge of this process, and are working with a consultant, Huron Healthcare, on this important effort.

Huron Healthcare is meeting with department heads to gain a better understanding of our operations. They'll help us find ways to become more effective and efficient by eliminating waste and duplication of work, smoothing patient flow, reducing costs, and standardizing care processes.

In addition, we'll look outward, examining our expenses against similar organizations to find savings opportunities.

I know that developing the operating budget for the next fiscal year will be challenging. That said, I cannot think of a better group of people who can make the tough decisions on the costs of care with an eye toward continuous quality improvement than the management team here at Maine Medical Center.

As always, if you have any questions or ideas, please don't hesitate to contact your respective Vice President.

Thank you for your continued support of Maine Medical Center.

Respectfully,

Richard W. Petersen  
President and Chief Executive Officer

# Getting to know . . .

## Karen Schilling



### **Position:**

Outpatient Oncology Dietitian

### **Years at MMC:**

7½ years

### **What does your job entail?**

I meet with anyone in the Maine Medical Center system with a cancer diagnosis who has a nutritional need. For instance, I help people with nutrition-related side effects get through their treatment with as little nutrition decline as possible.

Chemotherapy and radiation can cause nausea/vomiting, loss of appetite, changes in the way things taste or smell, difficulty swallowing, and gastro-intestinal disturbances. I help patients find ways to continue to eat through these side effects and maintain some quality of life. So much of our lives revolve around eating that helping patients maintain

some sense of normalcy with eating is critical. I also counsel cancer survivors on a cancer prevention diet plan. I see patients at seven different clinics/offices, including three radiation centers (Bath, Scarborough, and Bramhall).

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

I am a local short-track speedskating coach and president of Great Atlantic Speedskating Club. I have been a US Speedskating certified Level 1 coach since 2004. Great Atlantic is an all-abilities club with skaters age 7 to 77. Some folks skate for recreation only, while others compete regionally and nationally. We skate at Family Ice in Falmouth from September to May.

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

Lance Armstrong. I am a big cycling fan and what he has done for cancer awareness is just superb.

### **I love working at MMC because:**

I feel like I can really help people during a difficult time. It is so rewarding to help patients stay strong and motivated through treatment. I never have to give bad news, so I can keep my meetings with patients and caregivers light, while focusing on an important quality of life issue, like food and nutrition. I work with a great team of doctors and nurses at the Cancer Institute, who are all interested in getting the cancer patient through treatment with compassion and great care.

## MMC Receives \$5.5 Million NIH Grant

MMC has been awarded an additional 5-year period of funding for our Vascular Biology Center of Biomedical Research Excellence program (COBRE) from the National Institutes of Health (NIH). The VB-COBRE focuses on diseases of the vascular system — the body's network of blood vessels that carry blood to and from the heart.

“This represents a strong affirmation by the NIH of the outstanding research activities which have been, and continue to be, conducted by our vascular biology group at MMCRI,” says Don St. Germain, MD, Director of MMC's Research Institute. “This five-year award of \$5.5 million will help us to continue this strong tradition of vascular research.”

The research program, entering its 11th year, is one of the first COBREs in the nation to be awarded “Phase 3” funding status.

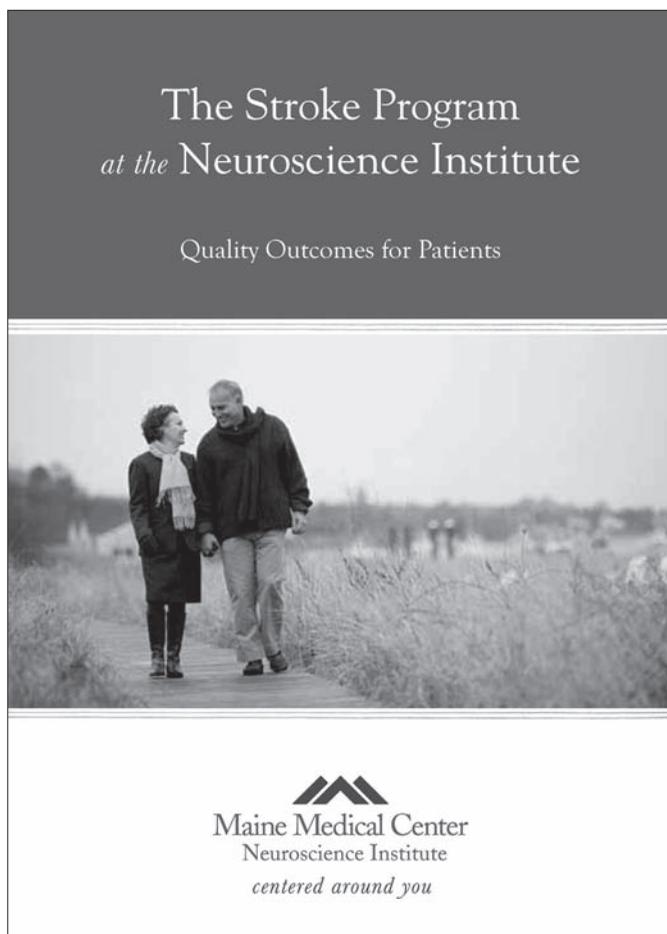
# AROUND THE MEDICAL CENTER

## 21st Annual Oncology Symposium: Cancer Survivorship – A Partnership with Primary Care

Keynote presenter Wendy Harpham, MD, will speak about “Happiness in a Storm: The Challenge of Healing Cancer Patients.” Dr. Harpham is a doctor of internal medicine, cancer survivor, and award-winning and best-selling author. Admission for the June 1 event is free, however, space is limited. Complete and return the registration form by May 25. The form can be found on the MMC intranet homepage. Questions? Call 396-7681.

## New Phone Number for Antibiotic Stewardship Program

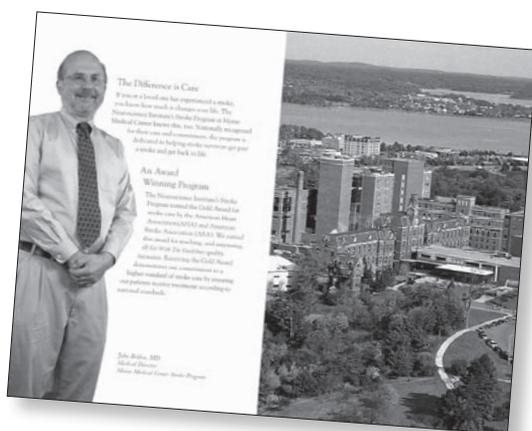
The MMC Antibiotic Stewardship Program has changed its phone number to 662-1008. Please make a note of the new number.



The Stroke Program  
*at the Neuroscience Institute*

Quality Outcomes for Patients

Maine Medical Center  
Neuroscience Institute  
*centered around you*



### **Brochure Introduces Stroke Program**

Patients admitted for treatment of a stroke or related illness will learn more about the Neuroscience Institute's Stroke Program through a new brochure. The 10-page handout contains background about the program, quality data, a page for notes, and more.



### **Sock Hop**

Employees at the Scarborough Surgery Center celebrated Spirit Week, with a variety of activities, ranging from baking contests and massages, to an ice cream social and '50s Sock Hop. Pictured: Jacqueline Bourque, RN, Elvis cutout, Judy McGovern, Nutrition Services, and Laurie Nappi, Admin Specialist.



### **Green Light**

Lead Electrician Dave Cloutier checks one of 525 new, energy-efficient lights installed in MMC's two parking garages. The replacement lights use LED technology to provide substantial energy savings and a better quality of light. The project's cost of \$402,000 was offset by a \$176,842 incentive from Efficiency Maine. The upgrade will conserve approximately 480,000 kilowatt hours of electricity annually, and its environmental benefit is equivalent to removing 37 passenger cars from the road or planting 46 acres of pine forest.

# What makes Maine Medical Center truly stand out?

## OUR PEOPLE.

MMC CELEBRATED EMPLOYEE APPRECIATION WEEK, APRIL 25 – 29.

THE WEEK IS A TIME TO THANK STAFF FOR YOUR HARD WORK AND ALL THAT YOU DO FOR OUR PATIENTS, THEIR FAMILIES, AND YOUR CO-WORKERS.

“MMC staff care about people and want to ensure that the experience at MMC is high touch, not just high tech!”

**Nora Bowne**  
Program Manager, Orthopedics



“Centered around you and starts with us.”

**Christine McKenzie**  
Interim Director,  
Vocational & Deaf  
Services

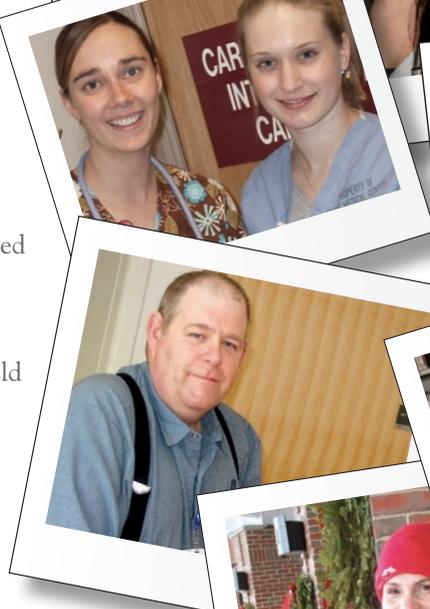
“The employees are dedicated to the high standard of patient care that is delivered at MMC.”

**Micheline Chipman**  
Nurse Education  
Specialist, Simulation Lab



“A patient said it best: ‘From the moment I arrived at your hospital, I was favored with the ultimate respect and care and kindness that anyone could ever hope to have.’” Yes, that’s our staff!”

**Peggy Anderson**  
Nurse Director, R3



“The staff rise to a professional level far and above others. They not only rise to the occasion when the census and acuity increase, but they also consistently and willingly volunteer to participate in process improvements.”

**Geri Tamborelli**  
Nursing Director, Family Birth Center



“There is a real commitment and a sense of pride within the MMC workforce. Employees want to give their best, because they are proud of the hospital and the work that is done here for our community.”

**Mac McIntire**  
Director, Client Services, IS



"I was a patient at MMC for the first time this past winter. From EVS staff to CNAs, RNs and the OR team, the care and professionalism was exceptional. My job allows me to brag about how fantastic MMC is each and every day. Now I have even more to brag about."

**Susan Doliner, FAHP**  
Associate Vice President for Development

"MMC employees, regardless of their role, take pride in what they do and are happy to lend a hand."

**April Libby**  
Manager, Health Information Management

"To all MMC Employees: Thank you for enriching our work environment."

**Deb Bachand,**  
RN, NE-BC  
Nursing Director,  
R6 and B2

"I know I can always count on MMC employees' dedication to the patients we serve. It's an honor to work with the best hospital talent in Maine — and New England!"

**Mike Ryan**  
Vice President, Operations

"I am constantly in awe of the work and dedication of the MMC employees .... and they are great people, too!"

**Robert Pappagianopoulos**  
Senior Director, Computer Technology

"The staff have an amazing work ethic and compassion in their care that is unmatched anywhere else. It is truly an honor and a privilege to work at MMC."

**Diane Fecteau**  
Executive Director,  
Surgical Services, Scarborough Surgery Center

# Thanks to our Volunteers

*“We make a living by what we get, but we make a life by what we give.”*  
~Winston Churchill



MMC celebrated National Volunteer Week in April. It's a time to recognize those who offer their time and talents to help others. Here at MMC, more than 900 Volunteers donated nearly 89,000 hours last year, ranging from greeting visitors to knitting hats for patients.

To our volunteers, thank you for all that you do for our staff, 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. Please watch for updates every month, and let us know how we can improve the information provided; write to Andrea Andrus, Director of CPI, andrua1@mmc.org.

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

Measures for February 2011	MMC Rate	MMC Target	US Average
Communication with doctors	77%	85%	80%
Communication with nurses	75%	83%	76%
Responsiveness of staff	59%	70%	60%
Communication about medicines	59%	67%	60%
Quietness	44%	57%	58%
Care transitions	63%	65%	65%

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

Measure for January 2011	MMC Rate	MMC Target	US Average
Heart attack	98%	98%	95%
Measures for March 2011			
Heart failure	96%	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 March, 2011			
Readmitted within 30 days:	10.7%	Readmission rate:	10%

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

Measure for April 17, 2011			
MMC	74.6%	Target	75%

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

# People

---

**Christine McKenzie** has been named Interim Director of Vocational Services, replacing Richard Balsler, Director of Vocational Services and ADA/Deaf Services, who is retiring later this year. McKenzie has worked as Program Manager since 2000. Jan DeVinney, ADA/Deaf Services Coordinator, will join the Foreign Language Interpreter Service.



*Christine McKenzie*

**Hillary Berry** joins MMC as a Senior Buyer. Berry comes to the medical center from Bath Iron Works, where she was a Material Project Leader.

Information Services announced the following leadership changes, driven by the significant efforts underway to implement SHR (Shared Health Record), encompassing the Epic inpatient modules, Epic access, including registration and billing, Radiant, and Lawson ERP:

**Mark Bundner**, Director of Hospital Applications, will transition to Director of Business Applications. His area of concentration will be Epic's Revenue Cycle Management (RCM) for inpatient (collaborating with the Ambulatory team for PM) and Lawson ERP.



*Mark Bundner*

**Margo Harrison**, SHR Project Director, will become the Director of Clinical Applications. Her team will focus on the build of Epic's hospital and home health modules.

**Matt Coro**, Senior Project Manager for Epic Ambulatory, has accepted the temporary role of Manager of Production Systems. Because of the number of current applications that will be replaced by SHR, Coro and his team will be responsible for analysis of current production and legacy systems to determine possible data conversion/migration strategies and "decommissioning" tasks.

**Barbara Armstrong** has been hired to serve as the Director of Privacy and Security. Armstrong comes from L.L. Bean, where she implemented security programs, both policy- and technical-based. She will work with groups across all of MaineHealth.



*Jane Pringle*

## MMC Doctor Honored

**Jane Pringle, MD**, received the Phebe Conrey King Access to Healthcare award, presented by the Maine Public Health Association. This award recognizes an individual who has made a significant contribution to improving access to health care in Maine, as well as demonstrating leadership abilities in promoting increased access. Dr. Pringle is Medical Director of Ambulatory and Internal Medicine.

“Dr. Pringle’s professional vigilance as director of the Medical Clinic has insured that ALL of our patients receive the care they need,” said her nomination, written by Michael Roy, MD. “Her belief is that there should be NO barriers to any citizen requiring care.”

# May Anniversaries



Wanda Antone, 35 Years



Joanne Connolly,  
25 Years

## 40 Years

Wendy Heyworth,  
Clinic - Adult Med

## 35 Years

Wanda Antone, Central Supply  
Mary Jane Gould,  
Information Services  
Gene Joyner, Financial Planning  
Deanna Rogers, Clinic - OB/GYN  
Claralee Street,  
Information Services

## 30 Years

Ann Bishop-Kodis,  
Emergency Department  
Donna Michaud, Cancer Institute

## 25 Years

Marguerite Anderson, R3  
Roland Auger,  
Emergency Department  
Joanne Connolly, Cardiac Cath Lab  
Lisa Cox, Information Services  
Sena Hansen, Care Coordination  
Elizabeth Larsen, Pediatrics  
Suzanne Lashua, Psychiatry  
Barbara Senko, Brighton First Care

## 20 Years

Richard Boisselle,  
Emergency Department  
Deborah Brewer, Birth Center  
Joanne Daigneault, OR  
Kevin Irish, Engineering  
Angela Logue,  
Ambulatory Care Unit  
Kimberly Provencher,  
Outpatient Registration  
Norine Seymour, R7  
Sheila Sjoberg, R3  
Barbara Tolan, Cardiac Services

## 15 Years

Celine Carland, OR  
Doreen Day, Psychiatry  
Cynthia Dreher, Clinic - OB/GYN  
Jonathan Flink, General Mechanical  
Stephanie Jordan,  
Emergency Department  
Ann Marie Sellinger,  
Anesthesia & Pain Management  
Jyll St Cyr, R4  
Ashley Tran, R7  
Christina Vachon-Sotir, R6

## 10 Years

Emily Benevento, CICU  
Megan Dyer, Operating Room  
William Foley, Copy Center  
Gene Grindlinger, MD,  
General Surgery and  
Critical Care  
Martha Hawkins, Administration  
Kelli Johnson, Care Coordination  
Christina Jordan, Operating Room  
Karen Marsh, Financial Services  
Daniel Moynihan, Finance  
Elliot Pitts, Development  
Andrea Thurston,  
Health Information  
Management  
Alexander Szafran, Radiology  
Paul Weiss,  
Southern Maine Regional  
Resource Center

## 10 Years

John Beaupre, OR  
Karen Beggs, R4  
Debra Bonnvie, Patient Accounts  
Dana Davis, Environmental Services  
Goran Djuranovic,  
Information Services  
Kimberly Fournier,  
Outpatient Registration  
Joseph Franciose, Social Work

Sarah Gerrish,  
Viral Disease Treatment Center  
Joel Hanson, Information Services  
Marijo Hazlerig, Radiology  
Alicia Lavertu, R4  
David Morse, SCU  
Stephanie Nueslein,  
Emergency Department  
Barbara Small, Brighton FirstCare  
Rose Tanguay, Poison Center  
Deborah Wagner, Patient Accounts  
Monica Zografos, Switchboard

## 5 Years

Daniel Bean, Distribution  
Sherrie Beauregard, Dialysis Nursing  
Jessica Begley, Pediatrics  
Amanda Bennett, R2  
Teresa Broom,  
Emergency Department  
Kimberly Chesterfield, Radiology  
Ashley Dasch, Nursing Floats  
Duane Dufour, Nutrition Services  
Deborah Fralich, Family Center  
Kathleen Garnsey,  
Brighton FirstCare  
Donna Hahnel,  
Emergency Department  
Rhonda Haley, Birth Center  
Jamie Harrington, Pharmacy  
Jennifer Hildreth, Nuclear Medicine  
Corrine Kuhl, Radiology  
Deborah Libby,  
Health Information Management  
Kathryn Lindahl, R5  
Eric Mukai,  
Greater Portland Medical Group  
Kevin Murray, Nutrition Services  
Patrick O'Brien, Family Medicine  
Cheryl Poitras, R4  
Pamela Pride, CarePartners  
Harry Sizemore, Surgery  
Margaret Sparks, Patient Accounts  
Thomas Stilkey, SCU  
Robert Waggener, R4  
Deanna Williams, PIER

## WOW! Corner: Time to Get Outside

The days are getting longer and warmer, so head outside and celebrate spring. A 30-minute walk burns approximately 200 calories, and other outdoor activities, such as jogging, tennis, golf, burn even more.

Some benefits of exercise:

- Exercise produces mood-boosting endorphins that ward off feelings of sadness, helplessness, and anger.
- Exercise also increases your HDL (good cholesterol) and lowers your LDL (bad cholesterol).
- You'll enjoy an energy boost after exercising.

Finding an exercise partner is a good way to stay motivated, and combining exercise with a healthy diet is the best way to reach and maintain a healthy weight.

Here are a few helpful websites:

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

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

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

# Looking Back . . .

## Early Days of Radiology



*Photo courtesy Maine Medical Center Archives*

*With a first in the history of medicine in Maine, Maine General Hospital opened its new Radio Isotopes Laboratory in 1952, under the direction of C. Lawrence Holt, MD. It took three years of intense planning, several months of advanced education for staff members, and financial assistance from the Maine Cancer Society and the Portland Soroptimist Club of Portland to make it all possible.*

*Radioisotopes are used for diagnosis, treatment, and research.*

*In the photo from left, Jack Spencer, MD, Albert Poulin, MD, Paul Nevins of Boston, and Dr. Holt look on as one of the early treatments with radioactive phosphorus is administered.*

*The first five patients were treated with this "atomic cocktail" of phosphorus, shipped to Portland from the Oak Ridge plant of the Atomic Energy Commission. In addition, radioactive iodine and gold were also used to both diagnose and treat certain diseases and conditions. Devices such as the Autoscaler on the right were used to measure radiation.*



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