

What's Happening

at Maine Medical Center



March/April 2011 | VOLUME 45, NUMBER 3

Where will you be in 2029? Study Babies will be Voting

In 2029, the babies born and enrolled into the National Children's Study (NCS) through the Maine Study Center will celebrate their 18th birthday. Most of them will be healthy, but some may struggle with health issues like asthma, attention disorders, or obesity.

Why do children carry such burdens, and how can we help them? "When I talk with parents, they want to know how to keep their kids healthy," says Laura Blaisdell, MD, MPH, FAAP, a pediatrician and investigator in the study. "The NCS will help us understand children's health by observing children over many years, expanding vital, evidence-based knowledge to improve the health of our nation."

The National Children's Study, funded by the National Institutes of Health, is the largest study of its kind ever to be conducted in the United States. It's designed to expand our knowledge of children's health and development here and across the country for generations to come.

The Maine Study Center began recruiting families from selected areas of Cumberland County in December, as part of a pilot study. Every home in eligible neighborhoods is visited to ensure the study represents the diversity of Cumberland County families.



Laura Blaisdell, MD, speaks to a DJ from 99.9 The Wolf about the National Children's Study. Dr. Blaisdell was interviewed during the Cares for Kids Radiothon. More photos from the event, page 6.

To date, the study team — wearing their trademark yellow vests — has visited more than 16,000 homes and recruited 121 women who are likely to start families soon.

As *What's Happening* went to print, families in the study have delivered 20 babies. Eventually 100,000 children across the US (including 1,100 from Maine) will be followed from before birth until age 21.

For more information, contact Amy Barham at 662-1488 or NCS@mmc.org. Or, you can "like us" on Facebook, www.facebook.com/NCSMaine.

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President's Message



History Offers Model for the Future

The first-floor hallway in the Maine General Building has become one of my favorite places on the Bramhall Campus. The walls are newly-adorned with photos from the MMC Archives, which serve as a wonderful

reminder of the medical center's rich heritage.

Although nearly all of those in the photos are gone, their legacy remains strong and vibrant. The medical center has a long history of providing the most advanced care, setting the bar high, and most importantly, being a leader in health care. For that, we owe a great debt of gratitude to those pictured on these walls, as well as countless others.

Now it is our turn to carry the torch — to continue MMC's role as a hospital of innovation and a champion of patient-centered care.

In last month's President's Column, I wrote about our commitment to quality, and steps we're taking to improve the care we provide. We've set goals and publish our progress to track how we're doing — and share that information with patients and families, too. This is an ongoing effort that will reinforce our commitment to positive outcomes and make us better caregivers.

Our clinical care provides an important starting point, which combines with other factors, to determine how patients perceive their stay at MMC. February's *What's Happening* introduced you to the Patient Experience Team, a group working to reduce noise on the units, improve our communication about medication, and more. In essence, the group is looking beyond the basics of care, at the entire patient experience.

Our patients rate their experience in a survey called HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). These and other measures tell us how we're doing, and also help determine if we earn Blue Ribbon certification with the Maine Health Management Coalition. And that's significant because many employers, including the State of Maine, draw their list of preferred health care providers from Blue Ribbon hospitals.

Like our predecessors, we want to leave MMC better, stronger, and healthier for the next generation.

A Team Effort

I want to see the medical center move from a good organization to a great one, and for that to happen, we need the contribution of each and every person.

I've spoken with leaders from exceptional organization about their success. One common theme is a focus on the customer that is shared by the entire staff. Employees in these organizations understand that their role impacts customers (or in our case, patients), either directly or indirectly.

You'll be hearing more in future President's Columns, but in the meantime, please remember that whatever your job, you play a role in serving our patients and their families. If you're not sure how, speak with your leader.

As always, thank you for all that you do for the medical center and our patients.

Respectfully,

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

Richard W. Petersen

President and Chief Executive Officer

Betsy St. Germain



I love Portland's annual wooden boat show! It is my dream to build one (my son Sam just built a 16-foot Lumberyard Skiff). Last year I swam a relay for the Tri-For-a-Cure and am back in the pool preparing for this year's Tri!

My dad. He passed away this summer and had been living with dementia for 7 years. I would so love to have a long conversation with him. He was a good listener and gave out sound advice if asked. He also told great stories with a twinkle in his eye.

I would have to say that if you are passionate about providing the highest quality of care to our patients and families, MMC will help you to be the best you can possibly be through educational opportunities and being surrounded by bright and forward-thinking colleagues who also love what they do. I have seen significant changes in cancer care in 30 years, and MMC is truly a remarkable place. I network with nursing colleagues across the country and I have to tell you, MMC is among the leaders in cancer care!

AT MMC, I have worn many hats as an Oncology Clinical Nurse Specialist. Currently I am working as a Nurse Navigator in the Breast Care Center, Scarborough, and continue to support a few Oncology Program initiatives. I provide support, education, guidance, coordination, and ensure resource utilization for patients diagnosed with breast cancer.

Honor Night, 2011

Mark your calendars for the 63rd Honor Night, June 3. Honor Night brings together employees with 5 or more years of service, and pays special recognition to those celebrating MMC anniversaries of 20, 25, 30, 35, 40, and 45 years. Invitations will be sent in mid-April.

Maine Medical Center has unveiled a new online Medical Staff Directory. The new directory offers many features to make finding a physician or advanced practice nurse as easy as possible.

Profiles are designed to provide a thorough list of information.

Anyone may now search for medical staff members by medical specialty (including primary care), name, or keywords. Searches may be narrowed based on gender and location. Profiles also include whether a doctor is accepting new patients, hours of operation, directions, and accepted insurance plans.

Nurse practitioners and physician assistants on Maine Medical Center's medical staff are also included in this directory.

Feeling comfortable with a medical provider is an important part of how and when patients seek medical care. The goal of the new directory is simple: to help patients find a physician based on their medical needs and personal preferences.

AROUND THE MEDICAL CENTER

Badge Scanners Silenced in Patient Areas

Badge scanners in patient areas will no longer beep when you scan your ID badge. The change helps promote quietness at MMC, part of our efforts to enhance the patient experience.



Colorectal Cancer Screenings Save Lives

Did you know that colorectal cancer is the second-leading cause of cancer-related death in Maine? If you're 50 or older, or have a family history of colon cancer, speak with your health care provider about being screened for colorectal cancer. Screening tests find colorectal cancer early, when your chance of being cured is higher. And if you're covered through MaineHealth's health insurance plan, the plan pays for 100 percent of the screening. To learn more, visit the MaineHealth Cancer Resource Center's website, www.MaineHealthCancer.org.

MaineHealth
Cancer Resource Center

Contact Us

Home

Cancer Information

Screening & Prevention

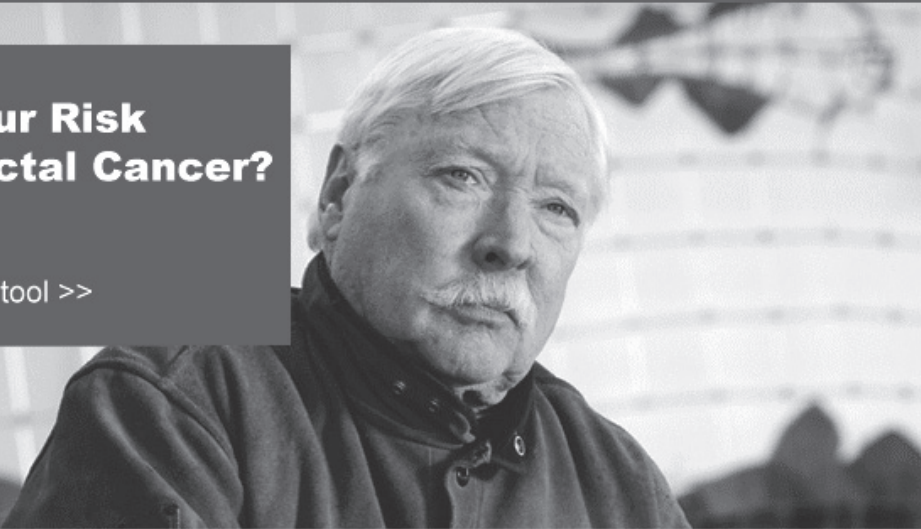
Services & Support

Clinical Trials

Events

What's Your Risk
for Colorectal Cancer?

Find out today
using this online tool >>



Helping Families in ED is a Team Effort

Imagine walking through the doors of the Emergency Department. A member of your family greets you, and you sit together, waiting and worrying.

Coming to the Emergency Department with a loved one brings a wide range of emotions. While our staff does a tremendous job caring for the 200 patients seen each day, a waiting room of family and friends bring an entirely new challenge.

Fortunately, at MMC, we have help in the form of staff, volunteers, and partners in caregiving who provide assistance and support to families, while our clinical staff focus on the patients:

Escort Volunteers – This group of volunteers meet some of the most basic needs, from running errands to helping families find a place to stay near-by. Often, patients need — and appreciate — someone who checks in from time to time.

Ambassador Volunteers – The needs of some families require specific skills or experience, and that’s where our Ambassador Volunteers help. This group generally has experience or skills in a specific area. For example, a former teacher may lend support to a family with children.

Sexual Assault Services of Southern Maine Representatives from the Sexual Assault Response Team provide counseling and support to victims of sexual assault. This may continue after the victim has been discharged.

Trauma Intervention Program (TIP) – TIP volunteers respond when someone has experienced an emotional trauma, such as when a loved one is seriously injured in a car accident. TIP volunteers are called to MMC approximately 100 times each year. Last year they logged more than 350 hours at the medical center.

Amistad Program – This program, which was piloted at MMC, offers 24/7 peer support to acute psychiatric patients.

Customer Service Reps – During the ED’s busiest hours, Customer Service Reps meet and greet patients and visitors, and assist in varied ways: helping visitors find a cup of coffee or the restroom, connecting them to their loved one undergoing treatment, or explaining the reasons for wait times (for example, that the most critically ill are seen first).

“These organizations and the people who work with them make a huge difference in the lives of patients and families,” says Joy Moody, Director of Nursing in the Emergency Department. “Equally important, knowing that the families are in good hands frees up our staff to completely focus on our patients.”

5-2-1-0 Adds Up To Healthier Kids



Tory Rogers, MD, Director of the Kids Co-Op at The Barbara Bush Children’s Hospital, speaks about the 5-2-1-0- Let’s Go! program on Fox-23’s Good Day Maine show. The 5-2-1-0 program encourages kids to eat 5 fruits/vegetables daily, spend no more than 2 hours of recreational screen time, engage in 1 hour of physical activity daily, and consume 0 soda. To learn more about the program, visit www.LetsGo.org

Radiothon Raises \$220,081

THANKS TO ALL

who made this year's Cares for Kids Radiothon presented by Rowe Westbrook a huge success. The three-day fundraiser benefits The Barbara Bush Children's Hospital at MMC.



Patient Jasmine Harvey is all smiles as she speaks with DJ Andy Austin from 107.5 Frank FM.



Michelle Taylor and Dave Winsor from 99.9 The Wolf helped spread the word.

**Once again the event set a
new record for money raised,
beating last year by
more than \$40,000.**



Volunteers like Margaret Richards of Walmart answered calls from donors.



107.5 Frank FM's Heidi Knight takes a break with recent Family Birth Center patient Isla, daughter of Development's Kristen Drinkert.

Leapin' Ladies

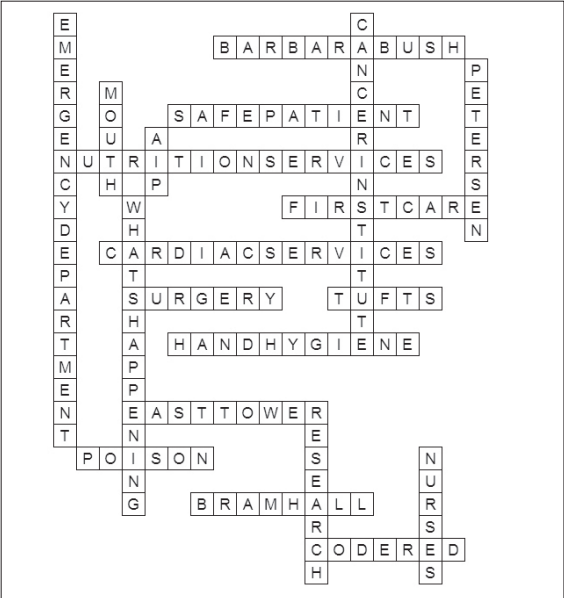


A group of nursing students from St. Joseph's College jumps into the icy water of Sebago Lake, part of the Shaw's Polar Dip, held February 26. The five were among 200 people who braved the elements and raised more than \$63,000 for the Maine Children's Cancer Program (MCCP). The MCCP is tied to The Barbara Bush Children's Hospital and provides care on an outpatient basis at MMC's Scarborough Campus.

Answer to February's Crossword Puzzle.

Thanks to all who played last month's crossword puzzle game. Those who submitted an entry will receive a prize via MMC mail.

Here's the solution:



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. 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, andrual@mmc.org.

Patient Experience: What are patients saying about us?

Measures for January 2011	MMC Rate	MMC Target	US Average
Communication with doctors	82%	85%	80%
Communication with nurses	80%	83%	76%
Responsiveness of staff	68%	70%	60%
Communication about medicines	63%	67%	60%
Quietness	47%	57%	58%
Care transitions	65%	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 February 2011			
Heart failure	95%	95%	88%
Pneumonia	95%	98%	86%
Surgical care	98%	95%	84%

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

Measure for January, 2011			
Readmitted within 30 days:	10.2%	Readmission rate:	11.9%

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

Measure for March 13, 2011			
MMC	74%	Target	75%

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

People

Four MMC Security Officers Recognized

Four MMC Security officers were recognized by the Pine Tree Chapter of the 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:

Paul Colombe received the Officer of the Year Award, presented to the officer who exhibits outstanding characteristics which enhance their knowledge of the health care security field and who consistently utilizes these attributes. These include outstanding service, dedication, attitude, performance, professional stature, and support for the security field.

Jamie Grant received The Clint Hayward Award, given to an individual who demonstrates the desire to develop and promote growth in the health care security field. The individual is involved in the designing, development, and the implementation of a program to benefit health care security. He or she has the foresight to capitalize on their visions to enhance the health care security field.

Joseph Wachter received the Steadfast Service Award, presented to the officer who is consistent in their attitude and performance. The officer's steadiness is a vital link to the department, and displays the following characteristics: stability, dependability, trustworthiness, honesty, dedication, punctuality, consistency, consideration of others, and flexibility. The award is open to officers below the supervisory level.

Jim McGinley received the Robert "BJ" Hale Memorial Award, given to a supervisor, manager, or director directly supervising the day-to-day operation of a health care security program, who demonstrates the knowledge, dedication, support, and promotion of the health care security field, and utilized those skills in the implementation, design, or development of a program that benefits the health care security field or in the training, development, and growth of the personnel they supervise.



Paul Colombe



Jamie Grant



Joseph Wachter



Jim McGinley



Peggy Gillooly, BSN, RN, MSB, has been selected as the Nurse Director of R4. Gillooly had been Interim Director on R4 and previously served as Manager of REMIS/OneCall. She has held various other Nursing and Nursing Leadership positions at MMC since 1981.

Kathleen Carrier, Histology Core Manager at MMCRI, received the Certificate of Qualification in Immunohistochemistry (QIHC) from the Board of Certification of The American Society for Clinical Pathology (ASCP). Carrier has demonstrated expertise in topics including staining techniques, selection of proper control material and titration of immunologic reagents, quality assurance in specimen fixation, processing, microtomy, reagent selection, preparation, storage, and disposal.

Stephanie Nichols, PharmD, and Housestaff Resident **Geeta Godara, MD**, co-authored a case report titled "Trimethoprim/Sulfamethoxazole Induced Hypoglycemia," which was accepted for publication in the journal Clinical Toxicology.

Justin Guay, a research graduate student at MMCRI with the University of Maine Graduate School of Biomedical Sciences, was awarded the Founders Affiliate Predoctoral Fellowship by the American Heart Association.

Correction: In February, we reported that Kahsi Threlkeld, PhD, had left the MMCRI Family Medicine team to work as a Research Navigator with MMCRI. Threlkeld will continue her duties with MMCRI Family Medicine, in addition to her new responsibilities as a Research Navigator.

March Anniversaries



Gayla Ames, 35 Years

45 Years

Sidney Leighton,
Central Supply Distribution

40 Years

Margaret Bradstreet,
Center for Clinical &
Professional Development
Patricia Jordan, CICU

35 Years

Gayla Ames, Endoscopy
Torry DiDonato,
Financial Services
Suzanne Dube, Pediatrics
Janet Gildard, R6
Viola Rice, Radiology

30 Years

Gary Harmon,
Clinical Engineering

25 Years

Eileen Albert,
Continuing Care Nursery
Donald Quigley, Legal Affairs

20 Years

Vasily Davidenko, Radiology
Joyce Matheson,
Scarborough Surgery Center
Seth Seder, ED Nursing



John Bancroft, MD,
15 Years

15 Years

John Bancroft, MD, Pediatrics
Michael Beggs, R4
Nancy Dorsky, Development
Michael Faietta,
Information Services
John Harbottle,
Radiology Nursing
Timothy Houde,
Pulmonary Medicine
Robert Raff, Cardiac Services
Kirsten Scribner,
Cardiothoracic ICU
Susan Sepples, SCU
Paul Velez,
Central Supply Distribution
Chadd Wedgewood,
Gibson Pavilion

10 Years

Lisa Almeder,
MD, Hospitalist
Roxanne Beaujolie,
Radiation Therapy
Chester Bradbury,
Nuclear Medicine
Steve Campbell,
General Mechanical
Jennifer Carter, R6
Cynthia DellaTorre-Palloszi,
PICC Line
Steve Doran, Distribution
Leslie Gatcombe-Hynes,
Psychiatry

Deanna Guimond, OR
Heather Higgins,
Pulmonary Medicine
Marshall Higgins,
Anesthesia & Pain
Management
Donald Lewis, Purchasing
Michael MacLean, OR
Faye Maier, OR
Tina Merrill, Cardiac Services
Khan Mith, Linen Processing
Timothy Neill, Engineering
Corey Noel, Pharmacy
Jennifer Palmer,
Clinic - Administration
Michelle Powell,
Gibson Pavilion
Jane Powers, ASU
Christopher Shaffer, OR
Jacqueline Squires,
Nutrition Services
Patrice Thibodeau, Pediatrics
Lisa Wendler, Pharmacy

5 Years

Linda Bair, R9
Don Berube, Psychiatry
Tiffany Bolduc,
Cardiothoracic ICU
Amy Corbett,
Audit & Compliance
Stephanie Delisle,
Dialysis Nursing
Glenn Hutchins, Pediatrics
Bethany Joseph, P3CD
Courtney Lopes, OR
Christina Lusth-Webb, P3CD
Andrea Millhouse,
OCC Therapy
Derek Nowek,
Information Systems
Janelle Richard, CRNA Staff
Lisa Ricker, OR
Vivien Russe, P3CD
Elizabeth Uminski,
Heart Cath Lab
James Watson, Security

April Anniversaries



Jeanie Coyne, 40 Years



Celeste Glover, 25 Years



Stephanie Stevens, 20 Years

40 Years

Jeanie Coyne, ASU

35 Years

Marieta Atienza, R3

Diane Bonville,
Nutrition Services

Lynn Lagerstrom,
Neonatology

Celine Whitehead, Pediatrics

30 Years

Vonla Murdock,
Clinic - Adult Medicine

25 Years

Gilles Fraser, Pharmacy
Celeste Glover, Planning
Carol Parcher, R1
Carrie Porcelli, OR

20 Years

Dolores Calendine,
Vocational Services
Steven Parker, Engineering
Stephanie Stevens,
Financial Services

15 Years

Carla Connolly-Harmon,
Birth Center
Jennifer Cote,
Occupational Therapy
Janna Frank, ASU
James Geaumont,
Financial Planning
Cheryl Janelle, Psychiatry

Kimberly Kingsley,
Pulmonary Medicine
Odette Pennell, Interpreter/
Cross Cultural Services
Tammy Tardy,
Emergency Department
Gail Vincent, R7

10 Years

Julia Anderson, NICU
Kathleen Bermingham-
Mitchell,
Emergency Department
Mary Ellen Clayman,
Employee Health
Shirley Estabrooks, MMCRI
Rosalind Gold, Psychiatry
Tammie Hemingway, MRI
Julie Lake,
Post Anesthesia Care
Richard Linehan, Planning
John Pulvino,
OB/GYN - MFM
Susan Ramsdell, P3CD
Jessica Ray, Anesthesia &
Pain Management
Gregg Raymond, Medicine
Tracy Robbins, Oncology
Information Services
Brian Rotman,
Information Services
Paul Rousselle, Distribution
Rebecca Sample,
Care Coordination

5 Years

Frank Banfi, Pharmacy
Kelly Barnes, Pediatrics
Jennifer Beasley, Pharmacy
Peggy Betit, Radiology
Barbara Boyle,
Environmental Services
Elizabeth Crocker, MMCRI
Julia Dalphin, Medical Affairs
Olivia Eastman, R2
Karen Emery, MD,
Maine Medical Partners
Michael Gallant, Distribution
Matthew Gordon,
Materials Management
Diane Harris,
AIDS Consultation Services
Amy Haskins, MMCRI
Sarah Howlett, NICU
Aruna Kenyi,
Nutrition Services
Dorothy McAllister,
Continuing Care Nursery
Suzanne Merrill, Radiology
Nancy Morse, Radiology
Bioneke Mpungu,
Environmental Services
Debra Mullen, R2
Martha Ola, Interpreter/Cross
Cultural Services
Darcy Poor,
Post Anesthesia Care
Samantha Potter, R2
Azin Raouf, R4
Elizabeth Segler,
Nutrition Services
Bryan Woods, Psychiatry

2012 Holidays

New Year's Day

(Observed)

Monday, January 2

Presidents Day

Monday, February 20

Patriots Day

Monday, April 16

Memorial Day

Monday, May 28

Independence Day

Wednesday, July 4

Labor Day

Monday, September 3

Veterans Day

(Observed)

Monday, November 12

Thanksgiving Day

Thursday, November 22

Christmas Day

Tuesday, December 25

Looking Back . . .

Holding Court, 1965



Photo courtesy Maine Medical Center Archives

It may not have the same hype as college basketball's March Madness tournament, but these nine doctors probably had as much fun on the court as today's teams.

The MMC team played at the YMCA against local teams from the Coast Guard, Portland Lumber, Southworth Machine, House of Hay, and Union Mutual. The YMCA provided the gym space and the officials for the January through March season. When this January photo was taken, the team had won five out of the six games and was looking for more fans to come out and lend support.

Front row, left to right—Dr. Levy, Dr. John “Bones” Roberts, Dr. David “Marcus” Phillips, Dr. Walter “Buffalo” Hoffman

Second row—Dr. Owen “Big Game” Dow, Dr. Toner, Dr. Terrance “Bishop” Sheehan, Dr. David “Bedtime” Willard

Top—Dr. Prescott “Spaz” Cheney

Not pictured: Dr. Carl Brinkman and Dr. Ron “Placebo” Carroll



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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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