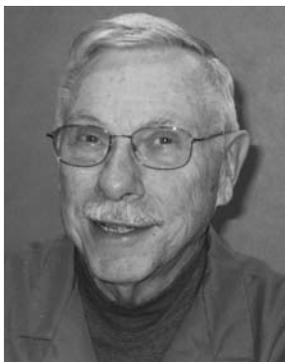


What's Happening

at Maine Medical Center



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MMC Opens Simulation Lab

Maine Medical Center unveiled our new, cutting-edge simulation center to train medical students and staff using replicas of operating and trauma rooms, actors portraying patients, and sophisticated mannequins that mimic a variety of human conditions.

The Hannaford Center for Safety, Innovation and Simulation at Maine Medical Center, which officially opened on October 5, is an 18,000-square-foot facility that brings state-of-the-art medical learning to the hospital's Brighton Campus. It includes operating and trauma rooms that are identical to those at the Bramhall location; a skills lab, where students practice procedures such as stitching sutures or performing colonoscopies; and patient rooms where students can build their patient communication skills and develop a patient- and family-centered bedside manner. Actors are used to portray patients, and are trained to behave or respond in specific ways during "patient exams."

The Hannaford Center for Safety, Innovation and Simulation at Maine Medical Center also houses a dozen medical mannequins that mimic humans. These life-like mannequins breathe, sweat, blink, bleed, and exhibit symptoms of minor or



Shelly Chipman shows the lifelike teeth in our pediatric patient simulator in the ICU/Trauma Room.

major injury, as well as mild to life threatening diseases — almost anything clinical staff might see in live patients. Technicians and instructors observing students from behind one-way mirrors can manipulate a mannequin by raising its blood pressure, even sending it into cardiac arrest — thus exposing learners to situations they may encounter in a real-life patient situation.

The \$5.82 million facility is made possible in part by a \$500,000 donation from The Hannaford Charitable Foundation. Only a handful of hospitals in the nation have similar facilities housed in one comprehensive location.

"A simulation center offers many benefits to learners," says Randy Darby, MD, Director of Medical Simulation at Maine Medical Center, who notes that pilots use similar technology to learn or sharpen their flying skills. "Simulation training provides a safe, efficient method to apply

medical knowledge and get clinical experience in a virtual environment. Although the environment is controlled, it's very realistic, and provides an experience very similar to what learners will encounter with real patients. In addition, if students want additional practice inserting a breathing tube, for example, they'll be able to hone that skill at the simulation center, and be significantly more proficient when a real-life situation arises."

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President's Message



Simulation Center Brings the Future of Medical Learning to MMC

I often marvel about the changes in health care and the advances in medicine that we've witnessed in our lifetime. We saw an example earlier this month, when

MMC opened the Hannaford Center for Safety, Innovation and Simulation, ushering in a new era of medical training in Maine. It's exciting, it's cutting-edge, and it will have a lasting and widespread positive impact on health care delivery.

Two things struck me as I walked the halls of this incredible facility. First, is the possibilities and potential that comes with a simulation center. Imagine a place where you can perfect your suturing skills, experience an endless variety of lifelike operating room scenarios, practice patient communication, and much more.

The learners — medical students, residents, nurses, physicians, and staff — who pass through the simulation center will be among the best trained anywhere. Education is one of the three elements in MMC's mission (Patient Care and Research are the other two). The Hannaford Center for Safety, Innovation and Simulation represents a significant commitment to our educational efforts and enhances the already-exceptional training that takes place at the medical center.

My second take-away is how the facility blends technology and good old face-to-face communications. On one side of the building we have a dozen high-fidelity mannequins that mimic humans in many, many ways. They speak, bleed, cough, spike a temperature, drop blood pressure — almost anything a human patient might do. The other end of the spectrum is the Standardized Patient area, where learners practice patient interaction skills, which includes everything from conducting an exam to delivering bad news.

Facilities like the Hannaford Center for Safety, Innovation and Simulation may someday become the norm at teaching hospitals and medical schools across the nation. And while I may not know what the next great advancement in medical learning will be, I do know that Maine Medical Center will again be at the leading edge.

Respectfully,

Richard W. Petersen
President and Chief Executive Officer

Standing up for BBCH

Comedian Bob Marley performs to a full house at the Comedy Connection on September 23, shortly before breaking the world-record for the longest stand-up routine. Marley finally put the mike down after entertaining people for 40 hours. Better yet, the event raised \$21,913 for The Barbara Bush Children's Hospital at Maine Medical Center.



Getting to know . . .

John Chapin



Position:
Security Officer

Years at MMC: 11

What does your job entail?

Every day the slate is clean, and no two days are ever alike. We unlock doors, answer patient and visitor questions, maintain an orderly environment, monitor parking, etc. You have to be observant and bring a lot of technical skills, positive energy, and creativity to the workplace as you go about your daily ambassadorial tasks in support of the mission of Maine Medical Center.

What people may not know is that:

In 2009, I traveled around the world. I retired from teaching after 36 years at South Portland High and am currently a professor of history for Central Texas College and work for the US Navy teaching American History and Western Civilization to forward deployed sailors. I have recently returned from Somalia, and have been to Japan, Guam, Dubai, and the Persian Gulf. I've served six

different deployments on three aircraft carriers, two destroyers, and a cruiser.

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

Alexander Hamilton. I'm an economic historian and the insight he had into finance, banking, and human nature served the republic well in the early years, and continues to do so. The mystery — who will pick up the lunch check?

I love working at MMC because:

The people at the hospital are all really nice to work with, and I always run into former students and parents, both working here and as patients and family. It is a small world.

Coming from the field of public education to health care security, you quickly realize there are many inter-changeable skills. In that occasional stressful situation, you have to be able to deliver calming words and negotiate an appropriate solution to a diverse mixture of patients, visitors, contractors, and employees.

United Way Helps Friends, Neighbors

The United Way and its partner agencies touch our community in many ways: helping grieving children cope with a loss, providing much-needed blood, offering legal services for the elderly, and preparing hot meals for the area's homeless. When you give to United Way, your donation is combined with funds from thousands of our neighbors and used where it's needed most. For example:

- \$1 a week (\$52 annually) provides a senior who has no other means of transportation with four safe, reliable, timely rides to doctor appointments, grocery stores, recreational opportunities, and other essentials critical to a happy and healthy life.
- \$2 a week (\$104 annually) provides 58 hot, nutritious meals to homeless, working poor and those going through difficult times. Providing evening meals 365 days a year in a low barrier setting helps ensure that adults, youth, and children in our communities have access to a substantial meal that will carry them through to the next day.
- \$6 a week (\$312 annually) provides nine nights of shelter, crisis intervention, and referrals to homeless women dealing with the challenges of mental illness and trauma of abuse within the safety of a dedicated women's facility.

Please give what you can — every dollar or PTO hour makes a difference. Questions, or if you didn't receive a pledge card: call 662-2196.

New Era of Learning Arrives at MMC

The opening of the Hannaford Center for Safety, Innovation and Simulation promises to enhance the quality of the medical education we provide to learners. MMC photographer Chris Băby was at the grand opening on October 5 and captured these images.



Rich Petersen, MMC's President and CEO, poses with Beth Newlands Campbell, President of Hannaford. Hannaford donated \$500,000 to the project.



Randy Darby, MD, Director of Medical Simulation, was among those addressing attendees at the grand opening ceremony.



David Warren, Chair of MMC's Board of Trustees, joins Dr. Randy Darby, Beth Newlands Campbell, and Rich Petersen for the ribbon cutting.



Hannaford's Rick Meyerkopf tries his hand at identifying heart sounds in our skills lab.



Susie Lane shows the proper way to intubate a patient in the skills lab. Looking on are Chris Emmons, Vice Chair of MMC's Board of Trustees, David Warren, and Rich Petersen.



David Spach demonstrates the patient simulator in the Operating Room.

Department Meets Patients' Spiritual Needs

Change is underway in MMC's Department of Pastoral Services: a new name and a new role.

"We are now the Department of Spiritual Care, to embrace the wide range of beliefs and practices of our patients and our staff members," says The Rev. Catherine F. Garlid, Department Director. "We will continue to provide services to all hospital staff, patients, and their friends and families, as well as to the religious communities that visit and care for our patients.

"We are about meeting people where they are, discovering where they get their inner strength, and learning what motivates them to heal. Many people tell us they are not 'religious,' but they are 'spiritual,'" Garlid says. "Delivery of spiritual

support is now a very different model, and the way we do it meets Joint Commission standards." MMC chaplains work alongside clinical caregivers as part of the health care team.

Garlid also announced the new position of 'Chaplain Clinical Leader' which will be filled by The Rev. Dr. Judith Blanchard (pictured above). "Chaplain Blanchard is well known and highly regarded as the Protestant Chaplain, serving on behalf of the Protestant Hospital Ministry here for 13 years." In her new position, Chaplain Blanchard will coordinate spiritual care coverage while modeling the professional chaplain's role as an integrated member of the health care team.

Chaplain clinical leaders, like Rev. Blanchard, are board certified, and have more focused, experiential learning in the clinical milieu. Blanchard and Garlid are laying the groundwork for the department's vision, with chaplains focused on various medical disciplines as well as meeting the spiritual needs of all patients -- those claiming religious affiliations and those with non-traditional beliefs.

Chaplain Blanchard's office is in the Cate Room, across from the hospital chapel on the first floor of the Maine General Building. Courtesy chaplains — those supported by their faith groups, and the volunteers who assist them will move to the fourth floor.

The department's address and phone numbers remain the same. For any inquiries, issues, or concerns, feel free to call during office hours (Monday – Friday, 7:30 a.m. - 4 p.m.) at 662-2951.

"Our Spiritual Care staff will continue to assist MMC's staff, patients, and community with the same commitment and quality all have come to expect from us," says Garlid.



MMC Receives Consumer Choice Award

Maine Medical Center has been awarded the Consumer Choice Award for the seventh year in a row. The award, which was announced in the October 18 edition of Modern Healthcare Magazine, is presented by National Research Corporation.

This award is based on the NRC Ticker data, the largest consumer survey on health care in the United States. Consumers in the Portland market ranked Maine Medical Center at the top of the list based on four essential consumer metrics:

- Best Overall Quality
- Best Image/Reputation
- Best Doctors
- Best Nurses

People



Lisa Rutstein, MD

Lisa Rutstein, MD, was awarded the 2009 State Chair Outstanding Achievement Award by the American College of Surgeons' Committee on Cancer. This award is given to those who have truly made a difference in their

tenure as a State Chair. Dr. Rutstein has been recognized as a leader in oncology in Maine and as having a significant impact on the quality of care provided in our state. Dr. Rutstein graduated from the University of Massachusetts Medical School. Her postdoctoral training includes intern and chief resident in general surgery at MMC, and fellow in surgical oncology at University of Pittsburgh Medical Center.

The Breast Care Center and **Mike Jones, MD**, were recognized for their outstanding contributions to the care of oncology patients in Maine at a luncheon sponsored by the Maine Cancer Foundation.

Peter Steinberg, MD, has joined Maine Medical Partners Urology. Dr. Steinberg completed his medical degree at the University of Pennsylvania and his residency in urology with Dartmouth Hitchcock Medical Center.



Peter Steinberg, MD

He completed a fellowship in laparoscopy, robotics, and endourology at Montefiore Medical Center and the Albert Einstein School of Medicine in New York City in 2010. He is the author

of publications on the costs and economics of robotic prostate surgery and the role of the Internet in urologic care.

Robert D. Ecker, MD, joined MMC as a neuro-endovascular surgeon on the Maine Medical Partners Neurosurgery & Spine team. He is a fellowship trained endovascular neurosurgeon who specializes in treating brain aneurysm and stroke patients, as well as general neurosurgery. Dr. Ecker is currently the only sub-specialist of his kind in the state, and his unique ability to perform



Robert Ecker, MD

complex procedures in the brain allows MMC to care for brain aneurysm and stroke patients in a whole new way. Now, many patients will no longer need to travel to Boston for their care. Dr. Ecker comes from the National Naval Medical Center at Bethesda, Maryland. He performed his residency at the Mayo Clinic, and his endovascular fellowship at the University at Buffalo.

Angela Gibbs, RN, MSN, OCN, has joined MMCRI as Manager, Clinical Trials Unit. Gibbs was previously Nursing Director for Gibson Pavilion, IV therapy, and PICC service.

Josh Levy, MS, RD, has joined MMC as Manager of the Bariatric Surgery Center. Levy was previously the Coordinator for the Optifast Weight Loss Program at Kaiser Permanente in Colorado.

John Swiger has joined MMC as an Occupational Safety Industrial Hygienist. Swiger comes to MMC from Clean Harbors, where he was a Field Specialist.

David Smith, DPT, has been promoted to Clinical Ladder III Clinician. Smith is a physical therapist working on the Bean 2 unit.

Pat Bruce has accepted the position of Manager, Clinical Systems on the Epic Ambulatory Team. Bruce was previously Manager of Clinical Systems in Information Services. She has been with MMC since 1983, working in various capacities in nursing (Orthopedics, OR, ASU, and CICU) and Information Services.

Donna Morong, a Clinical Analyst Supervisor, will assume the role of Interim Manager, Clinical Systems. Morong has been with MMC for 24 years and formerly served as a Director in Nursing for Neurology/Neurosurgery/Urology. She has worked in Information Services for 15 years.

October Anniversaries



*Julie Wooden, Information Services,
35 years*

40 Years

Linda Philbrick, Operating Room

35 Years

Debra Kimball, ASU
Karen Taylor,
Emergency Department
Julie Wooden,
Information Services

30 Years

Dianne Breggia,
Outpatient Registration
Corinne Conley, P6
Margaret Crowley,
Pulmonary Medicine
Gail DiFiore, Center for Clinical &
Professional Development
Ellen Hathaway, Employee Health
Emmy Hunt, Clinic - OB/GYN

25 Years

Marideth Beals, SCU
Elisabeth Belmont, Legal Affairs
Janice Broda, Cardiothoracic ICU
Denise Brown, R9
Nancy Farr, Information Services
Lisa Lozier,
Congestive Heart Failure
Alison McClure, Prenatal Center
Brenda Tanguay, NICU

20 Years

Susan Doliner, Development
Ralph Duquette,
Cardiography ECGS
Sherry Elwell, Central Services
Jon Murphy, Nutrition Services
Beth O'Donnell, Operating Room
Patricia Small, Radiology
Patricia Smith, Pharmacy
Nancy Wasson, Family Center



*Ellen Hathaway, Employee Health
30 years*

15 Years

Michele Bednarz, Social Work
Judith Braun, CAT Scan
Judy Demena, MMCRI
Richard Engel, MD,
Maine Medical Partners
Karen Esposito, SCU
Charlene Gillchrest,
Pulmonary Medicine
Roland Gosselin, Nutrition Services
Stephen Hayes, MD,
Maine Medical Partners
Terri Junkins, Birth Center
Susan Mortenson, MMCRI
Jennifer Parisien, Copy Center
John Reynolds, Internal Medicine
Robert Sturges, MD,
Maine Medical Partners
Cynthia Vacca, Admitting

10 Years

Romeo Barcebal,
Electrical Maintenance
Sean Bonney, Distribution
Tiruneh Bonni, Radiology
Sheila Brown, Gibson Pavilion
Sara Donnelly, Family Center
Susan Elias, MMCRI
Natalie Farrin, R7
Franklin Hoskin III, Distribution
Laura Huckestein,
New England Organ Bank
Kenneth Lamb, Distribution
Daniel MacLeod, Gibson Pavilion
Edith Micklon, Float Interns
Jason Plowman, Pharmacy
Steven Plummer,
Environmental Services
Cheryl Rubito,
Environmental Services
Danielle Silva, R3
Jenny Skolfield, Medical Education
Barbara Towers, Social Work
Mary Ann Violette,
Information Services

5 Years

Melanie Arzigian, SC Cobre Core E
Josh Barnes-Livermore, Urology
Karen Batura, SCU
Holly Benson, R9
Janet Bentz,
Health Information Management
Benjamin Chiasson, Operating Room
Jayne Conley, Switchboard
Joshua Harrison, Central Services
Rebecca Hitchcock,
Center for Tobacco Independence
Eira Hyrkas, Nursing
Lisa Johnson, Birth Center
Jeffrey L'Heureux,
Emergency Department
Lisa Libby, R7
Heather McClelland,
Psychiatry – Adult Outpatient
Gail Norton, Institutional Review
Suzanne Rodriguez, R5
Marissa Rosado, P3CD
Pradeep Sathyanarayana, MMCRI
Patrica Scesa, Family Center
Faith Williams, Clinic - Adult Med

Mandatory Safety Training

All employees are required to complete the annual online Safety Training. Once again, there are two tracks — one for direct patient care providers and another for non-direct care staff. In addition, there are modules for those exposed to blood and body fluids, as well as for heavy computer users. You'll find a link to the survey on the MMC intranet homepage. Follow the instructions to select the correct track and any additional modules which may apply to your job. Please complete the tests and modules by January 1. Questions or need help? Contact the Safety Department, 662-2513.

Looking Back . . .

Times Have Changed

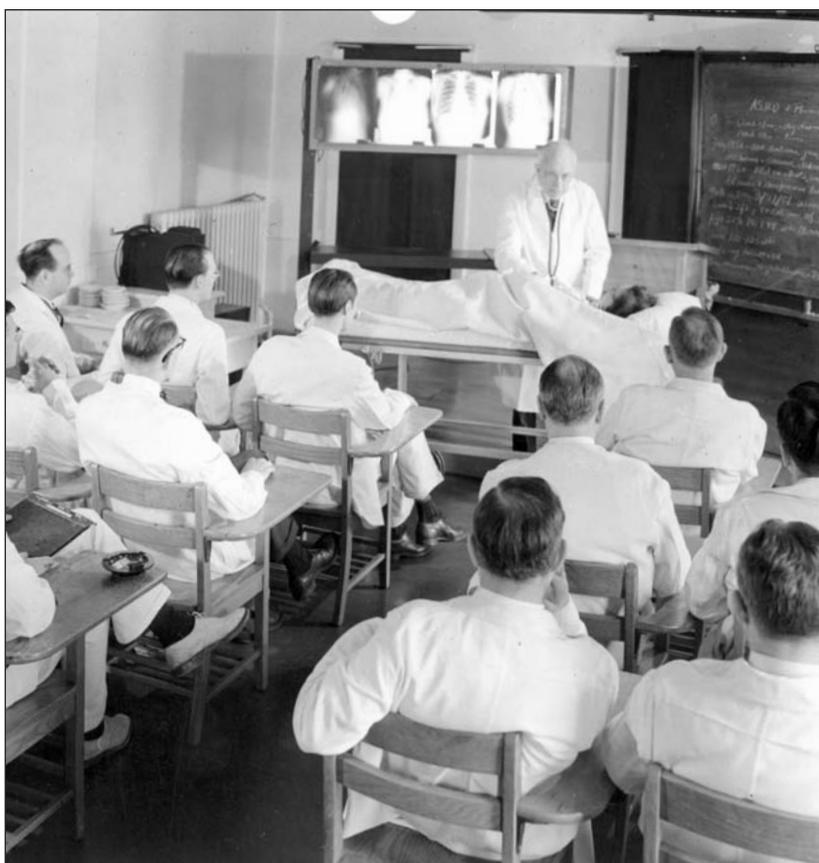


Photo courtesy Maine Medical Center Archives

MMC opened our new simulation center this month, giving students and staff a leading-edge learning environment. But back in the 1950s, the idea of a mannequin that bleeds, sweats, and shows signs of disease and injury probably seemed light years away.

In this photo, Dr. Elton Blaisdell is instructing residents and medical staff with a live patient. On the blackboard (no LDC projectors, either), is a case history for arteriosclerotic heart disease.



centered around you

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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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