

# What's Happening

at Maine Medical Center



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## Survey Says MMC Employees are Engaged

Results from the Employee Engagement Survey show that MMC employees are generally well engaged at the medical center.

An impressive 73 percent of staff answered the 51-question survey, which measured the engagement — a connection with the medical center and its work — of our staff. Similar surveys were also taken by other MaineHealth members.

Why study employee engagement? Top-performing organizations cite a high level of employee engagement as a critical factor in their success.

“Engaged employees are satisfied employees,” says Judy West, Vice President of Human Resources. “Given the market pressures in health care — specifically the need to replace retiring employees amidst a tightening labor market, while simultaneously improving employee productivity — improving employee engagement is critical.”

### Results

Overall, the medical center scored better than a national benchmark on employee engagement and contentment. MMC also scored lower — and hence better — than the benchmark in a pair of negative categories, ambivalent and disengaged staff. See box, below.

While all MaineHealth employees answered the same core questions, MMC employees answered six additional queries that were specific to our medical center:

*I received the orientation I needed to be able to perform my job properly:*

**MMC Response:** 77% positive

*In my department, there is respectful communication between physicians and staff:*

**MMC Response:** 63% positive

*My manager is visible and accessible to staff in my unit/department:*

**MMC Response:** 70% positive

*My unit/department provides excellent care to patients:*

**MMC Response:** 84% positive

*I have a good working relationship with physicians:*

**MMC Response:** 68% positive

*Staff in my department work closely with physicians to improve patient outcomes:*

**MMC Response:** 69% positive

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#### Overall Engagement Index

	MMC	Benchmark
Engaged	37.2%	37.0%
Content	45.7%	44.5%
Ambivalent	14.1%	14.2%
Disengaged	3.0%	4.2%



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# President's Message



## Honor Night Continued Tradition of Saying “Thanks”

Through my many years in health care, I've learned that a hospital can have the latest technology, treatments, and surgical procedures, but the people make it truly excel.

Earlier this month, we recognized our longest tenured employees at the 62nd Honor Night. Three hundred and six people celebrated milestone anniversaries this year, including 10 who have worked at the medical center 40 years or more. These 306 employees have logged a combined 7,834 years. Wow.

Simply put, this is an amazing accomplishment. I wonder what other organizations in the state — or across the nation — can match the commitment of employees.

Honor Night demonstrates what makes Maine Medical Center special, and always reminds me of how fortunate I am to work with each of you, whether you've been at the hospital five months or 45 years. Patients and families come to Maine Medical Center because they'll be treated by the best, brightest, and most caring individuals you'll find anywhere.

Whatever your job, you have an impact on our patients and their families. This is true whether you provide direct care, clean patient rooms, prepare or deliver meals, keep equipment running smoothly, or greet someone walking through our doors. Every contact means something. And I thank you for that ... on behalf of our Board of Trustees, our senior leaders, and of course, our patients and their families.

Patients and their family members regularly tell me it's the people that make Maine Medical Center a special place, and I hope each of you recognize the important role you play.

Congratulations to those who celebrated long-tenure anniversaries. To those who have yet to reach your first milestone year, I look forward to sharing this special recognition at a future Honor Night.

Respectfully,

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

Richard W. Petersen

President and Chief Executive Officer

## New COO Arrives

Jeff Sanders, MMC's new Executive Vice President and Chief Operating Officer, joined the hospital on June 14. Sanders was greeted by staff at a welcoming reception in the Dana Center. Here he chats with Mike Roy, MD, Chief of the Department of Medicine.

Sanders, a Maine native, later told those at the monthly Full Management meeting that “Maine Medical Center has been near and dear to my heart for many years. These are challenging times in health care, but I know we'll meet these challenges, and exceed them.”



Jeff Sanders,  
Executive Vice President & COO

# Getting to know . . .

## Alfonso Gobeia



*Position:*  
Painter

*Years at MMC:*  
13

*What does your job entail?*  
I began working for MMC Environmental Services in 1997. Then I eventually moved into a security position, working nights. Currently, I am employed in the Engineering department as a Painter. This position requires me to manage the upkeep of the hospital's interior space, patient rooms, offices, and occasional construction work.

*What people may not know is that:*

I have an Associate Degree in Painting from Miami Dade Community College and

a Bachelor of Fine Arts in Illustration/Graphic Design from Pratt Institute in Brooklyn, NY. Previously, I resided in New York City, where I worked as an Art Director for 15 years at a well-known advertising agency. In 1993 my family and I moved to Maine where I began to do freelance work for private clients. In addition, I work on commission for personal portraits of buildings, houses, people, pets, etc.

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

George Harrison. Ever since I was young I have always admired the Beatles, George Harrison being my favorite. He inspired me with his philosophy behind music and behind life. His music, I believe, really reflects his gentle inner soul and strong moral beliefs.

*I love working at MMC because:*  
There are many reasons why I enjoy working at MMC. One of the most important reasons why I like working at MMC is because of the relationships that I have built with both staff and patients. I work both as a painter and as a companion for the hospital's patient program. During my time as a companion, I have met a variety of interesting and life changing people. I feel rewarded when patients tell me how grateful they are that I talked to them and kept them company.

## May Hand Hygiene Rate Close to Goal

The overall MMC hand hygiene rate for May was 87 percent, just short of our goal of 90 percent.

The hand hygiene rate of visitors at the medical center was just 47 percent.

Hand hygiene rates are determined by observations of staff entering and leaving a patient room.

Look for your team's performance at the hand hygiene board, posted on your unit.

Remember to clean your hands: when you enter and leave a patient's room, before eating or preparing food, after using the rest room, after handling money, and any time your hands look dirty.



# Maine Researchers Find Possible Clue to Osteoporosis, Obesity

In findings that could lead to new treatment options for osteoporosis and obesity, a research team led by an MMC scientist has identified a protein that controls the amount of marrow fat inside bones.

The team, led by Clifford Rosen, MD, of MMC's Research Institute (MMCRI), showed that mice with too much of a protein (called nocturnin) showed more marrow fat and reduced bone mass.

Another protein, known as PPARG, can increase the number of marrow fat cells. The researchers demonstrated that nocturnin can control PPARG activity, and thus may control the development of marrow fat.

As people age, the red marrow found in long bones is replaced with yellow or fatty marrow. Patients who have suffered an osteoporotic fracture have more marrow-residing fat cells.

"In our studies of mice we found that nocturnin can also sense nutrient availability and, in response to the external environment, stimulate the growth of fat cells," says Dr. Rosen. "If the organism has a greater supply of certain nutrients, fat cells will

expand, and nocturnin may be responsible for those changes.

"What's remarkable about nocturnin is that it's tied to the mouse's mechanism for keeping time, such that it comes on during evening when the mouse consumes food," says Dr. Rosen. "We have known for some time that alterations in circadian rhythms — for example with certain drugs, or in shift workers — can result in weight gain and excess food consumption. Alterations in nocturnin may be one mechanism to explain this phenomenon.



Maine Medical Center  
Research Institute

Increasing our understanding of how and why marrow-residing fat cells develop could ultimately lead to increased treatment options for osteoporosis. And, as fat cells elsewhere in the body also express both PPARG and nocturnin, this work potentially could increase our understanding of obesity.



## VeriScan in Action

R-6's Cynthia "KJ" Kilbride-Johnson, RN, demonstrates MMC's new barcode medication administration system, called VeriScan. The hand-held device scans a barcode on both the patient's wristbands and his medication, giving us an important double-check to ensure he receives the proper medication and dosage, at the correct time, and through the proper route (intravenous or pill, for example). In addition, a new patient wristband includes extra barcodes, providing an important level of redundancy, and a better way to verify the accuracy of medication administration.

Since its debut on our Short Stay Unit (SSU) in January, VeriScan has been introduced to several units: P3CD, R4, R5, R6, R7, R9W, CICU, Dialysis, and Respiratory Therapy. The roll-out will continue through the fall.

# Cancer Institute Awarded Funding to Expand Program



The National Cancer Institute has awarded \$3.5 million to the MMC Cancer Institute (MMCCI). MMCCI is one of 14 hospital-based community cancer centers — the only one in Maine — to be added to the National Cancer Institute Community Cancer Centers Program (NCCCP) network. Chosen centers offer expanded research opportunities, provide leading edge multidisciplinary care, and serve medically underserved populations, including rural communities.

MaineHealth and the Maine Center for Cancer Medicine will join in this effort.

The funds help increase outreach to the underinsured, underrepresented, and disadvantaged populations in Maine by:

- Providing a broader range of high-quality clinical trials to outreach clinics
- Increasing the collection and storage of biological samples for research
- Linking with national computer networks that support research
- Expanding survivorship and palliative care programs
- Supporting patient advocacy

All of these efforts are designed to increase the availability and quality of cancer care provided within the region.

Nananda Col, MD, and Susan Miesfeldt, MD, and will serve as co-lead investigators for the program; Jacquelyn Hedlund, MD, will serve as Physician Director.

“Our goal is to significantly increase the number of patients who participate in cancer treatment trials,” says Dr. Miesfeldt. The ability to coordinate our activities with the National Cancer Institute’s research network will facilitate research initiatives, allow us to share scientific knowledge about cancer care quality, and improve practices at MMCCI.”

There are more than 250 clinical trials at MMC providing care to approximately 3,000 patients. MMC is the state’s leader in patient accruals to cancer clinical trials, with almost 250 new patients enrolling in various studies each year. This rate has earned MMCCI Commendation from the Commission on Cancer in the area of clinical trial accrual for the past five years.

# Honor Night

# 2010

## 62nd Annual Honor Night Celebrates MMC Employees

When Nutrition Services' John Romano joined the hospital, Lyndon Johnson was president and the television show *Bewitched* premiered. Forty-five years later, Romano was one of many employees recognized for his long-time service at Honor Night.

It was a celebration to remember, as an estimated 650 people gathered at Portland's Holiday Inn By The Bay to recognize the medical center's long-time employees on June 4.

Honor Night brings together employees who have been with MMC for five years or more, and pays special recognition to those celebrating service anniversaries of 20, 25, 30, 35, 40, and 45 years between July 1, 2009 and June 30, 2010. Names of those recognized this year are printed on page 8.

"A hospital can have the latest technology, treatments, and surgical procedures, but the people make it truly excel," Rich Petersen, MMC's President and CEO, told the gathering. "Patients and families come to Maine Medical Center knowing they'll be treated by the best, brightest, and most caring group of people you'll find anywhere. I look around the room and see the faces of the hospital — those that reassure patients, comfort families, or work behind the scenes to keep the hospital operating smoothly."



*MMC President and CEO Rich Petersen addresses the employees and family members who attended.*



*Planning's Paul Gray, right, celebrated his 20th year of service at MMC.*



*Health Information Management's April Libby hugs Rich as he presents her with a 25-year plaque.*



*R6's Sandy Colello, a 30-year veteran, shares a laugh with Rich.*



*Mary Jo Heal of the Operating Room sported a tiara for the celebration of her 30 years.*



*Eric Anderson celebrates his 35 years of service by giving Rich "five".*



*Nutrition Services' John Romano was the longest tenured employee honored this year. John has been at the medical center 45 years.*



*After the program, attendees danced the night away.*

# 62<sup>nd</sup> ANNUAL HONOR NIGHT

June 4, 2010

## 45 years

Romano, John P.

## 40 years

Balsler, Richard M.  
Frost, Vicki B.  
Gallant, Paulette S.  
Hodgdon, Valerie S.  
Hoover, Clifford  
Morin, Dale S.  
Pompeo, Geraldine  
Twaddel, Natalie A.  
Vosmus, Leah M.

## 36 years

Menard, Rita\*

## 35 years

Anderson, Eric L.  
Archambault, Leisa M.  
Boucher, Linda L.  
Brewster, Joanne W.  
Bridgham, Cynthia I.  
Brown, Susan A.  
Burnham, Rose M.  
Champagne, Teresa  
Clancy, Barbara A.  
Crocker, Gail  
Croteau, Cynthia  
Dudley, Sandra L.  
Edson, Betty  
Eldridge, William D.  
Elgee, William A.  
Fauk, Patricia  
Francis, Norma J.  
Herrick, Dorothy  
Hersey, Nancy L.  
Jackson, Molly E.  
Jewett, Bonnie  
Jones, David U.  
Jordan, Sandra  
Kimball, Ruth  
Lampron, Diana L.  
Loura, Penelope S.  
McPhee, Ann  
Michel, Roland  
Orcutt, Linda C.  
Peavey, Rachel T.  
Savage, Jeanne L.  
Taylor, Rosellen C.  
Trufant, Dana  
Winship, Barbara B.

## 32 years

Dalton, Sarah\*

## 31 years

Giles, Shirley\*

## 30 years

Ahearn, Towanna  
Barber, Carolyn  
Beaudoin, Normand C.  
Bicknell, Pierrette D.  
Bright, James L.  
Buckley, Dorrit  
Burke, Bridget A.

Carmichael, Sheila M.  
Chop, Gail W.  
Clark, Elaine L.  
Cleaves, Jane  
Coffin, Dorothy E.  
Colbath, Colleen  
Colello, Sandra H.  
Corcoran, Esther E.  
Cox, Merrill F.  
Craig, Brian  
Curran, Stephanie  
Cyr, Lorraine P.  
Dahms, Ricky  
Dixon, Lora L.  
Doherty, Janice A.  
Donahue, Sharon M.  
Dunsmoor, Gloria J.  
Dziodzio, John T.  
Faren, Judith A.  
Fitzgerald, Sally M.  
Foley, Mary  
Fortier, Nancy E.  
Gelinus, Gregory P.  
Grazewski, Margaret M.  
Hale-Tinsman, Carolyn A.  
Halpin, Margaret  
Heal, Mary Jo  
Hevey, Maxey B.  
Hurley, Linda E.  
Hutchinson, Carla R.  
Jackson, Lisa G.  
Jensen, Bonita M.  
Johnson, Christine V.  
Josti, Linda M.  
Kelley, Carolyn E.  
Langella-White, Catherine E.  
Libby, Karen A.  
Lyon, Trudy A.  
McCarthy, Kathleen  
McGeehan, Theresa  
Meehan, John P.  
Michaud, Brenda C.  
Morgan, Mary J.  
Pettengill, Debra J.  
Pratt-Pooler, Robin J.  
Radziucz, Caryn P.  
Richardson, Martha C.  
Rowell, Pamela W.  
Rumo, Carol A.  
Sawtelle, Debra M.  
Scarpelli, Anthony T.  
Skilling, Kathleen E.  
Szatko, Kathleen M.  
Varnum, Andrea W.  
Vereshko, Angela S.  
Vosmus, Rhonda  
Walls, Betty A.  
Winchenbach, Elizabeth  
Wooley, Elizabeth I.

## 25 years

Ayre, Gail B.  
Bachand, Deborah T.  
Barrett, Barbara A.  
Bejcek, Beth E.  
Bennett, Kristi A.  
Botler, Joel L.  
Boulter, Ina M.  
Brown, Susan B.  
Butler-McNamara, Susan  
Carpenter, Denise L.  
Chartier, Janet  
Christensen, Jane B.  
Cloutier, David R.  
Cobb, Olia S.  
Correia, Russell  
Cote, Patricia M.  
Coyne, Cheryl A.  
Cyr-Alves, Helen M.  
Dorr, Melinda A.

Duval, Michelle  
Eastwood, Alleen  
Evans, Maryann  
Fairfield, Dawn M.  
Fenton, Linda A.  
Fenton, Maureen M.  
Foster, Deanna L.  
Fournier, Thomas  
Gilman, Judith C.  
Goulet, Gerard L.  
Grimes-Fischer, Leslie A.  
Hughes, Ralph W.  
Hyland, Amy B.  
Jones, Paul C.  
Keenan, Stacy L.  
Kemberling, Janet L.  
Killinger, Andrea C.  
Knowles, Roxanne W.  
Knudsen-Plourde, Nancy  
Lefebvre, Lois  
Libby, April L.  
Lord, Christine A.  
Luebbert, Lori G.  
Lyden, James P.  
Mimeault, Claudette  
Newcomb, Julie L.  
O'Malley, Joseph T.  
Parent, Ancilla V.  
Poulin, Michael  
Quirk, Jane L.  
Rasmussen, Timothy A.  
Reeder, Susan W.  
Rogers, Charles G.  
Roper, Rebecca S.  
Salvatore, Lucretia M.  
Small, Kenna L.  
Spiers, Shirley D.  
Thibault, Jean D.  
Traugh, Debra A.  
Whitten, Sally F.  
Williams, Julie A.

## 20 years

Adamson, Mary Frances  
Allen, Carol A.  
Anastacio, Carlito L.  
Attleson, Aleta K.  
Baby, Christopher M.  
Bagwell, Sandra P.  
Bailey, Kathy A.  
Baran, Christine A.  
Barrett, Debra  
Beals, Gail  
Bell, Michelle L.  
Boehm, Anne C.  
Bradley Jr, Lewis G.  
Brume, Susan L.  
Bryan, Sandra L.  
Bureau, Anne L.  
Burnham, Sabin M.  
Caiazza, Laurie J.  
Callnan, Maureen E.  
Carpenter, Robert T.  
Casper, Matthew J.  
Cooper, Carol J.  
Cormier, Robert A.  
Cote, David  
Cryan, Thomas R.  
Cyr, Brian  
Dagneau, Diane J.  
Davis, Robert E.  
Dow, Sylvia  
Doyle, Alice T.  
Dreher, George K.  
Earnshaw, Mark D.  
Ellis, Brian F.  
Emerson, Kathleen A.  
Esposito, Anne H.  
Farr, Wendy L.

Fenderson, Faith A.  
Frank, Susan K.  
Friberg, Patricia C.  
Frissell, Johanna F.  
Furey, Lorande J.  
Garrett, Patricia J.  
Gilmore, Marilyn J.  
Gonzales, Velma S.  
Goodspeed, Nancy  
Gordon, Donna L.  
Gould, Donna R.  
Gray, Debra  
Gray, Paul D.  
Greenlaw, Karen L.  
Hankinson, Kelly M.  
Harmon, Philip J.  
Harper, Susan  
Haskell, Wendy J.  
Henry, Faythe  
Henry, Francis W.  
Hersey, Deborah D.  
Higgins, Jeanne L.  
Higuera, Olga L.  
Hottinger, Janet  
Howell, Elizabeth  
Hutchinson, Patricia A.  
Jackson, Deborah J.  
Jackson, Michael J.  
Jensen, Katie L.  
Kane, Jane A.  
King, Claire M.  
Kuhar, Christine J.  
Lamson, Julie A.  
Lane, Susan J.  
Largey, Elizabeth A.  
LaVopa, Catherine  
Leone, Charlene A.  
Liberty, Mary R.  
Lowe, Tracie L.  
MacWilliams, Donna M.  
Maletzke, Janice E.  
Martin, Patricia F.  
Mason, Cheryl M.  
Matheson, Elizabeth S.  
May, Helyne M.  
McCutcheon, Scott L.  
Melanson, Theresa M.  
Metzger, Karen L.  
Mollica Jr, John A.  
Murray, Katherine I.  
Oppenheim, Daniel S.  
Orff, Sonja C.  
Palleschi, Catherine A.  
Payne, Heidi A.  
Peaslee, Paul W.  
Pelletier, Joyce A.  
Pickus, Rachel W.  
Ramos, Maria T.  
Raymond, Nancy M.  
Rossignol, Cecile E.  
Sanborn, Karen J.  
Sandora, Joseph M.  
Sansoucy, Simone C.  
Saucier, Mary  
Schirmer, Julie M.  
Scott, Jeanne M.  
Sheedy, Donna J.  
Sherwood, Jennifer M.  
Shoemaker, Joann  
Simpson, Coleen A.  
Smart, Carrie A.  
Staples, Lynn M.  
Turner, Dawn A.  
Vargo, Cheryl A.  
Wagner, Caroline  
Ward, Gail T.  
Weikel, Michele A.  
Welch, Kellie M.  
Weldner, Denise M.  
Winch, Debra A.  
Worthing, Barry G.  
Zappala, Elaine M.  
Zieba, Dorothy A.

\* Recognizing retiring employee with combined years of service (an Honor To Sustain Team program).



# June Anniversaries

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*Leah Vosmus, Psychiatry,  
40 years*

## **40 Years**

Leah Vosmus, Psychiatry

## **30 Years**

Normand Beaudoin, Carpentry  
Bridget Burke, Pediatrics  
Jane Cleaves, R7  
Lorraine Cyr, R5  
Margaret Grazewski,  
Family Birth Center  
Carolyn Hale-Tinsman,  
Care Coordination  
Mary Jo Heal, Operating Room  
Carla Hutchinson, Gibson Pavilion  
Trudy Lyon, Dialysis Nursing  
Brenda Michaud,  
Information Services  
Kathleen Skilling, Family Center  
Betty Walls,  
Health Information Management  
Elizabeth Wooley,  
Information Services

## **25 Years**

Janet Chartier, ASU  
Russell Correia, Social Work  
Maryann Evans, P6  
Dawn Fairfield, ED Nursing  
Gerard Goulet, Nutrition Services  
Paul Jones, Information Services  
Rebecca Roper, P3CD

## **20 Years**

Debra Barrett, Operating Room  
Robert Davis, General Mechanical  
Sylvia Dow, CICU  
Donna Gordon, Surgery  
Kelly Hankinson, Pharmacy  
Faythe Henry, Pulmonary Medicine  
Patricia Hutchinson,  
Clinic - Adult Medicine  
Deborah Jackson, SCU



*Mark Bouchard, Family Medicine,  
15 years*

Katie Jensen, Pediatrics  
Scott McCutcheon,  
Information Services  
Denise Weldner, Surgery

## **15 Years**

Mark Bouchard, Family Medicine  
Kathryn Devine, PICC Line  
Laurie Farrell, NICU  
Ellen Hall, Nursing Floats  
Priscilla Harrington,  
Environmental Services  
John Heye, Finance  
Mary Johnson, Information Services  
Kathleen Keane,  
Cardiothoracic ICU  
Pamela LaJeunesse,  
Clinic - Adult Medicine  
Jennifer Nappi, Nutrition Services  
Bernardette Redlon, P4C  
Kathleen Rossvall, Psychiatry  
Lynne Tetreault,  
Maine Medical Partners

## **10 Years**

Michael Baumann, Emergency  
Joan Caraway, SCU  
Jacob Fongemie,  
Information Services  
Adrienne Frank,  
Health Information Management  
Theresa Joy, Distribution  
Geoffrey Kahn,  
Health Information Management  
Christian LaSala, Pharmacy  
Lisa McCarvel, Nursing Floats  
Norma Moore, R3  
Kristen Sciacca, Medicine  
Sally Semple, R7  
Sherry Ann St Pierre, Pediatrics  
Amber Stackhouse, Radiology  
Sarah Stadnicki, NICU  
Lynne Tobias, Information Services  
Angelo Verdelli Jr, Gibson Pavilion  
Martine Warchol, R9

## **5 Years**

Roderick Ariza,  
Environmental Services  
Lori Axelson, Psychiatry  
Edward Bailey,  
Environmental Services  
Justin Baker, Housestaff  
Alyssa Baldinelli,  
Emergency Department  
Carlene Betz-Minet, SCU  
Donna Bisson, Pharmacy  
Elizabeth Blades, Pediatrics  
Laura Blaisdell, MMCRI  
Kimberly Bryant, R7  
Michele Delenick, Hospitalist  
Alison Drury, Anesthesia  
Nicole Dube, Radiology  
Russell Eastman, Operating Room  
Fred Emerson,  
Maine Medical Partners  
Katherine Erdwinn, Housestaff  
Thomas Gearan, Internal Medicine  
Emily Ginn, Housestaff  
Colleen Harris, NICU  
Sophie Herr, Physical Therapy  
Salam Jarrah, Housestaff  
Daniel Kloda, Housestaff  
Kelly Madore, R1  
William Manoogian,  
Communications & Marketing  
Laura McPhee, Housestaff  
Michelle McSweeney, Housestaff  
Bayan Missaghi, Housestaff  
Helena Nicholson, Radiology  
Ryan O'Donnell, Housestaff  
Anthony Perry, OCC Therapy  
Prasanth Prasanna, Housestaff  
Doreen Regan, Switchboard  
Matthew Richardson, CT Salary  
Beverly Ricks, Cardiology ECGS  
Greta Roderick, Psychiatry  
Rebecca Roy, Anesthesia  
Clifford Rubin,  
Maine Medical Partners  
Dawn Stapleton, Housestaff  
Erin Stuart, R3  
Charlene Swan, Sleep Institute  
Shirley White,  
Environmental Services  
Dena Whitesell, Psychiatry  
Chris Whitmore, Heart Cath Lab

**The top five strengths identified by the survey:**

	Hospital	Benchmark	Difference
My unit/department has enough staff.	50.8%	45.2%	5.6%
The benefits provided by my organization(health care, retirement savings, etc.) meet my needs.	64.7%	58.7%	6.0%
My organization supplies me with the equipment I need.	73.4%	68.9%	4.5%
My organization provides excellent care to patients.	85.0%	81.5%	3.6%
Executives at my organization respect the contributions of my unit/department.	50.3%	49.0%	1.4%

**The top five opportunities for improvement:**

	Hospital	Benchmark	Difference
My most recent performance review helped me to improve.	53.7%	59.2%	-5.5%
I receive regular feedback from my manager on my performance.	54.1%	57.5%	-3.4%
My manager helps me explore other jobs within the organization.	30.3%	32.8%	-2.5%
Abusive behavior is not tolerated at my organization.	75.9%	79.0%	-3.1%
My manager helps me balance my job and personal life.	53.4%	56.8%	-3.5%

**What’s Next?**

The hospital’s overall results have been distributed to leaders, who will share them with you in coming weeks. Directors have received their team’s results and will meet with staff in July and August. From there, department leaders will develop Action Plans, focusing on two opportunities in their areas. “Targeting two goals has shown to be the optimum number,” says West. “We look forward to the opportunities ahead.”



# People

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Wendy Osgood

**Wendy Osgood's** responsibilities have been expanded to include the role of Administrative Director of Adult Inpatient Medicine (AIM). Wendy has been the Director of Rehabilitation and Geriatrics for several years and has been instrumental in the growth of both programs.

**Joel Botler, MD**, will continue his role of AIM Medical Director and is now the Interim Medical Director for Hospital Medicine.



Joel Botler, MD

**Heidi Wierman, MD**, will be assuming the role of Interim Geriatrics Medical Director in addition to her role as Fellowship Program Director and Medical Director for the Acute Care for Elders and Hospital Elder Life Programs. Heidi will now be full-time at Maine Medical Center and has worked in Geriatrics since 2002. Geriatrics is now part AIM.

**Jill Knutson, RN**, Vascular Center Program Manager was recently elected to the National Board of Directors for the Society of Vascular Nursing (SVN). The mission of the SVN is to provide a professional community for vascular nurses focused on advancing the care of persons living with vascular disease through excellence in clinical practice, education, and research.



Heidi Wierman, MD

**Cheryl Ramsey** has joined MMC as our new Director of Leadership Development in Human Resources. Previously, she was Owner of Hobelaid Consulting Services, specializing in organizational and leadership development, as well as executive coaching/consultation.



Cheryl Ramsey

Congratulations to the first MMC graduates of the Masters in Medical Education Leadership program. The Master of Science in Medical Education Leadership is a signature program developed jointly by MMC's Office of Medical Education and the College of Osteopathic Medicine at the University of New England. The program provides advanced education in the areas of curriculum and instruction, leadership and administration, as well as educational research and evaluation.

**Vanessa Chabre, Peg Cyr, MD,**

**Andrew Hinkins, MD, Cindy Tack, MSW**

**Steve Hobart** has achieved Certified Health Care Protection Administrator status through the International Association for Health Care Security and Safety (IAHSS). IAHSS is a member of American Hospital Association.

Family Medicine Residents **Courtney Nall, MD, Jeffrey Grassmann, MD**, and faculty members **Tina Holt, MD, and Cindy Avery, MD**, spent two weeks providing care with colleagues in Haiti. The four worked with local staff translators, nurses, and other volunteer physicians, and PAs to provide care to more than 200 people a day at two sites.

**Laurie Jones Mitchell, RD**, Director of Employee Health Improvement for MaineHealth, received the Irv Marsters Wellness Champion Leadership Award at the Wellness Council of Maine's annual awards banquet. Mitchell was recognized for contributions to workplace wellness in Maine.

Congratulations to the MMC American Heart Association Southern Maine Heartwalk Teams. This year, 193 walkers, on 31 MMC teams, raised \$25,667, making the hospital the top fundraising organization.

## 2010 WOW! Rewards Program Begins

Want to save \$260 on health insurance? Just participate in the WOW! Rewards program.

By completing required WOW! Rewards activities and the online HealthQuotient Health Risk Assessment you'll receive a \$260 (\$10 bi-weekly reduction) off your MaineHealth health insurance premium for 2011. The deadline is August 31.

- Go online to [www.mainehealth.org/wow](http://www.mainehealth.org/wow)
- Complete a Health Risk Assessment
- Confirm you had 3 of 7 preventive procedures
- Confirm you're a non-smoker or enrolled in a smoking cessation program
- Participate in Care Management, if invited
- Speak with a Health Coach between by August 31 (1-888-318-2282)

Note: You must complete all requirements to receive you WOW! Rewards, even if you participated last year.

Questions? Contact Human Resources, 662-2107, or the WOW! Office, 1-866-WOW-6090 or [mainehealthwow@mainehealth.org](mailto:mainehealthwow@mainehealth.org).

# Looking Back . . .

## Honor Night, 1963



*Photo courtesy Maine Medical Center Archives*

Back in 1963, Honor Night was held in the hospital cafeteria, located in the annex behind the Maine General building. In addition to the awards program, employees and staff provided plenty of entertainment.

In the photo, Ruth Marcello, RN, a perennial banquet favorite, is seen with Frank Avantaggio, MD, and accordionist Marjorie Soule, leading the audience of 227 in a lively sing-along.

When this photograph was taken, Miss Marcello had already served 20 years in the Houskeeping Department at MGH/MMC. She held the position of Executive Housekeeper for many years, and was involved with a wide variety of activities, ranging from the hospital Credit Union to the bowling team.



*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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