

# What's Happening



November 2008 | VOLUME 41, NUMBER 9

## Phase One of Emergency Department Expansion Complete

Maine Medical Center took a major step to enhance the urgent care patients receive with the completion of the first phase of our Emergency Department (ED) expansion in November.

When completed next fall, the 47,000 square-foot Emergency Department will feature:

- Private patient rooms
- Uniform treatment room design
- Bedside computers for clinical staff
- Dedicated work spaces
- Bright, clinical work areas
- Expanded REMIS facility and improved EMS space
- Customized decontamination area

The first phase, construction in the basement level of our new East Tower, includes Critical Care and Acute Care, ED Psychiatry, and ED Radiology. We'll begin seeing patients in early December.

Phase Two will bring renovations to our existing ED clinical space, including ambulatory care (adult & pediatric), work station renovations, and an eight-bed Clinical Decision Unit. Current clinical space will generally remain the same.

The third phase includes adult and pediatric waiting rooms, as well as significant renovations to the existing lobby space.

Throughout the planning and construction process, we've followed four guiding principles:

ED EXPANSION CONTINUED ON PAGE 5

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## Join Us As MMCRI Opens Expansion On Dec. 4

Employees, family, and friends are invited to the Grand Opening of the 23,000-square-foot expansion of the Maine Medical Center Research Institute (MMCRI) on Thursday, December 4, at our Scarborough Campus.

The \$12-million dollar project will house the first dedicated clinical research facility at MMC, with a patient-friendly entrance, examination and infusion room, nutrition station, and space for research coordinators and clinical investigators. The expansion is part of MMCRI's five-year plan to double the number of scientist investigators and add more clinical researchers.

MMCRI is comprised of laboratory-based and clinical research divisions, including the Center for

MMCRI CONTINUED ON PAGE 9



Maine Medical Center  
*centered around you*

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

# Hand Hygiene Is Our Responsibility



There are many ways in which we care for patients who come to our medical center. One of the most important—and often the most overlooked—is practicing good hand hygiene to prevent the spread of germs and the diseases they bring.

Simply put, washing with soap and water or using a hand sanitizing gel is the *single best way* to prevent the spread of disease, from the common cold to hepatitis.

At MMC, our hand hygiene rates are well below our goal of 90 percent, and regardless of the reasons we fail to meet this target, we clearly need to do a better job.

That's why Maine Medical Center is kicking off an effort to boost our hand hygiene rate. Some units are already working on initiatives to encourage their employees to sanitize according to protocol, and the results are encouraging.

But, we have a long way to go. Senior leaders and I want to see a culture change here at the medical center, where clean hands becomes the norm, and employees, patients, and families feel comfortable asking staff if they've properly sanitized their hands.

A health care system in the southern region of the country produced a poster of a young boy sitting in his hospital bed, with the words "You could kill him with your bare hands" next to the photo. It's a disturbing thought, but one that is far too true—poor hand hygiene is blamed for the death of an infant in one of its hospital's Neonatal Intensive Care Units.

I can't imagine what it would feel like to be a physician, nurse, or family member of a patient who received the best medical care available, but died of an infection because someone didn't wash their hands. It's a sobering notion.

I hope you'll join me in stepping up to the plate—by stepping up to the sink or sanitizing gel dispenser—and helping Maine Medical Center set the standard for hand hygiene. Everyone will clean hands upon entering and exiting every room or cubicle, and if you see anyone—coworkers, physicians, family members, or visitors—fail to do so, offer a polite but firm reminder.

Let's all work together to prevent the spread of germs and keep our patients and staff infection-free. We have a great team, and I know we'll meet this challenge and serve as a role model for other hospitals and health care facilities.

Respectfully

Richard W. Peterson  
Interim President and Chief Executive Officer

# MMC Hosts Prematurity Announcement

MMC's East Tower—home of women's and infant services—was the setting as the March of Dimes issued its first Prematurity Report Card, grading the efforts of the nation and its 50 states to prevent preterm births.

The report gave the nation an overall grade of "D", while Maine earned a "C". There were no "A" grades and only one "B" (Vermont).

Maine's preterm birth rate of 10.7 percent falls short of the Healthy People 2010 goal of 7.6 percent of all live births. The national rate is 12.7 percent.

"The Report Card illustrates the importance of ensuring every pregnant woman in Maine has access to health coverage, and it further stresses the value of smoking prevention and cessation," said Geri Tamborelli, Nursing Director at MMC and Chair of the March of Dime's Maine Chapter Program Services Committee. "These issues will continue to be March of Dimes advocacy priorities."

Maine's first lady, Karen Baldacci, spoke to the gathering, as did Michael Pinette, MD, MMC's Director of Maternal Fetal Medicine. Mrs. Baldacci called MMC's neonatal intensive care unit "a shining star".

MMC's Kelly Bowden, Perinatal Outreach Nurse Educator, chairs the March of Dimes Board of Directors. ■

# Getting to know ... *Jennifer Civiello*

**Position:** Clinical Pharmacist - Pharmacy Coordinator - Performance Improvement

**Years at MMC:** 3.5

**What does your job entail?** I work with Pharmacy and Nursing to improve the medication distribution system. I also support Pyxis, the Pharmacy information system, and many other short- and long-term projects the Pharmacy is involved with. "Jack of All Trades, Master of None" comes to mind...

**What people may not know is that:** I can build a labyrinth. A labyrinth is a path for walking meditation that meanders to a center and then back out by following a single path.... not to be confused with a maze. A labyrinth is an ancient symbol that dates back thousands of years. Walking a labyrinth is associated with long-term health benefits.

**If I could have coffee with anyone, it would be:** Barack Obama

**I love working at MMC because:** I'm continually impressed by the quality of the staff at MMC. We have great people working here. ■



# Performance Improvement Fair Winners

Congratulations to this year's winners:

## First Place

Improving Inter-Departmental Relations (Scarborough Surgical Center)

## Second Place

Catch a Falling Star (P6)

## Third Place

Improving Outpatient Outcomes and Quality of Life During Treatment for Cancer through Nutrition Intervention (Scarborough Outpatient Clinics)

## People's Choice Award

Brace Yourself: Enhancement of Rehabilitation Medicine Orthotic Services (Rehab Medicine)

## Honorable Mentions

Walking Rounds for Patient/Family Centered Care (R6)  
R7 Beside Report (R7). ■

# Ronald McDonald Family Room Opens At MMC

Families of pediatric patients now have a place at Maine Medical Center where they can take a break, make a phone call, access the internet, or get a snack in a cozy home-like setting.

Dozens of community leaders, employees, and volunteers turned out for the Grand Opening ceremony of the Ronald McDonald Family Room, located on the ground floor in MMC's newly-constructed East Tower.

The Family Room is an extension of Portland's Ronald McDonald House, which provides a special place for families to call home while their critically ill children receive medical care. Since 1995, the House has provided families a home-cooked meal after a long day at the hospital, a good night's sleep in a caring environment, and a place where families support each other through a most challenging and stressful time.

The Ronald McDonald Family Room expands services to better meet the needs of more families with hospitalized pediatric patients. Services are offered at no additional cost and the room is steps away from their loved-ones.

"The Ronald McDonald House provides an invaluable service to our patients and their

FAMILY ROOM CONTINUED ON PAGE 9

# Emergency Department Open House Draws Rave Reviews

The first phase of our Emergency Department (ED) expansion opens in early December, but many employees and friends of MMC had an early look during a special Open House on November 20.

TOP: Michael A. Gibbs, MD, Chief of Emergency Medicine, shows visitors around during the Open House.

MIDDLE LEFT: Debra Aceto and Beth Purington, Radiology, pose next to a new 64-slice CT Scanner in the ED.

MIDDLE RIGHT: Hank Dunn, Facilities Development Project Manager, uses a schematic to illustrate the three-phase expansion of our ED.

LOWER LEFT: A state-of-the-art Critical Care Room stands ready for patients.

LOWER RIGHT: Michelle Houston and Beth Uminski, Cardiac Cath Lab, are all smiles as they tour the ED.



## People

**Gabby Petruccelli**, OTR, achieved Level 3 Clinical Advancement. Petruccelli has worked as a staff occupational therapist on R6 since November 2007.



**Katie Fullam Harris** has joined the MaineHealth system as Senior Director of Government & Employer Relations. Fullam Harris previously served as Anthem Blue Cross and Blue Shield's Director of Government Relations. Prior to joining Anthem's leadership team, Katie served as a Program Director at the Maine Development

Foundation, where she led an effort to develop performance measures for Maine's health care system.

Thank you to the sponsors, donors, and golfers who participated in the 2<sup>nd</sup> Annual Friends and Fun Golf Get Together, organized by MMC employee **Steve Wojtysiak** of the General Mechanical Department. The event raised \$1,825 for The Barbara Bush Children's Hospital at Maine Medical Center.

**Elisabeth Belmont**, Corporate Counsel for the MaineHealth system, was recognized by *Nightingale's Healthcare News* as one of the 2008 "Top 10 Outstanding In-House Counsel to Hospitals/Healthcare Systems" in the October issue of the company's newsletter. In November, Belmont was selected to participate in a Health Care Industry Roundtable on *Driving for Quality in Acute Care: A Board of Directors' Dashboard*, co-sponsored by the Office of Inspector General, Department of Health and Human Services, and the Health Care Compliance Association held in Washington, D.C.



Kathy Ware, RN, a Case Manager at MMC, is the recipient of Kindred Healthcare's first Case Management of the Year Award. The award was presented to Ware in recognition of her exceptional dedication, innovation, creativity, resourcefulness, and leadership around strong patient advocacy. ■

### ED EXPANSION CONTINUED FROM PAGE 3

- Contemporary standards of care
- Clinical best practice
- Optimized patient & family-centered care
- Timely care based on current standards

"MMC will become the Emergency Department of choice for the community and for our employees," says Michael A. Gibbs, Chief of Emergency Medicine. ■

## 'Tis The Season To Decorate Safely

The holidays are here, and many employees and patients like to spread cheer by placing decorations around the medical center.

The Life Safety Code requirements for Health Care Occupancies, such as hospitals, prohibit the use of combustible decorations. In order to assure compliance:

- All decorations must carry the manufacturer's original label of "non-combustible" or "flame-retardant", or if documentation is not attached, it should be kept on file within the department.
- If not flame-retardant, decorations should be treated with a flame-retardant spray and labeled documenting the date of treatment and the product used. All flame retardant sprays must be approved through the Safety Office (fax MSDS to 662-4731).
- Decorations should be applied in a manner which does not damage painted surfaces (putty adhesive, not cellophane tape).
- Items cannot be attached to – or obscure – hand rails, sprinkler heads or pipes, smoke detectors, EXIT signs, exit doors, fire extinguishers, fire alarm pull stations, hose cabinets, smoke barrier doors, or vision panels in doors.
- If hanging from the ceiling, decorations must be 18" below sprinkler heads.
- If illuminated, items must be battery operated only.
- Decorations must be artificial, flame retardant greens. Live greens are not permitted indoors, only on exterior non-combustible surface locations.

The Safety Office, 662-2513, would be happy to review any decorations or check any product for flammability prior to placement. ■

# Increasing Patient Satisfaction

## What Hospital Staff can do to promote . . .

## What Patients and Families can do to promote . . .

### Communication with Nurses and Doctors



- Provide written resources in addition to verbal information
- Use communication techniques associated with active listening - use phrases such as “tell me more”
- Every patient encounter provides the opportunity to teach and engage

- Ask 3 simple questions:
  - What is my situation?
  - What do I need to do?
  - Why is it important for me to do this?
- Write down questions or concerns when you think of them



### Communication about Medication

- Before giving the patient new medications:
  - explain what the medication is used for
  - explain the most common side effects
- Evaluate the patient’s understanding and reinforce as needed
- Assess the patient’s health literacy level and barriers to learning



- Always keep a list with you of the medications you take at home
- MMC has wallet cards available; ask your provider or nurse for one
- If the nurse brings you a new medication, be sure to ask the name of the drug, why you need it, and the possible side effects
- At discharge, ask for a complete list of medications you should be taking at home; this will become your new Home Med List

### Responsiveness of Hospital Staff



- Conduct regular patient rounding
- Ensure everyone on the team knows their role in meeting patient’s needs

- If your need isn’t addressed in a reasonable time, don’t hesitate to ask again
- If you have concerns regarding responsiveness of staff, discuss them with the unit’s director



### Cleanliness and Quiet of Physical Environment

- Close patient room doors when appropriate
- Minimize traffic through patient care areas at night
- Use personal pagers rather than the overhead page system
- Ask the patient if their room has been cleaned to their satisfaction



- If noise from the hall is bothering you, ask if your door can be closed
- Our Environmental Services Staff regularly clean patient rooms, but let us know if more needs to be done: spill on the floor, dirty bathroom, etc

Center for Performance Improvement

# Annual Implementation Plan Sets Goals



Safe patient and family centered care is one of 11 areas of focus in our AIP.

Strategic planning is an organization's process of defining its strategy or direction, and making decisions on allocating its resources to pursue this strategy – including its capital and human resources. As part of MMC's strategic planning process each year, senior leadership compiles a set of tasks to achieve those strategies. This set of tasks is referred to as the Annual Implementation Plan.

The Annual Implementation Plan (or AIP) is designed to establish realistic goals and objectives consistent with the strategic plan and is meant to assign responsibility and accountability to achieve the desired results. The AIP also provides a base from which progress can be measured and establishes a mechanism for informed change when needed.

Put simply, the strategic plan sets the direction for the journey, while the AIP establishes the

mile markers along the way.

The AIP for fiscal year 2009, as outlined in this document, is comprised of eleven specific areas of focus, listed below. The AIP is straightforward, achievable – and when completed – contributes to and advances the mission of Maine Medical Center.

## *Safe Patient and Family Centered Care*

Enhance the culture of safe patient and family centered care in order to achieve the highest standards of excellence. Foster the environment in which the planning, delivery, and evaluation of health care is grounded in open, honest, and mutually-beneficial partnerships among health care providers, patients, and families.

## *Physician and Medical Center Relationships*

Within the medical staff structures of both Maine Medical

Center and the broader regional medical community, work collaboratively with physicians to improve physician/MMC relationships, enhance physician communication at all levels, and effectively address important issues of mutual interest.

## *Program Development and Refinement for Clinical Services*

Promote the development of new and enhanced clinical programs that respond to community needs, further MMC's mission and vision, and enhance overall financial performance by leveraging leading edge technology and clinical techniques.

## *Support of Academic Mission*

Continue the development of MMC's education and research programs as equal partners with, and supportive of, our clinical programs.

## *Patient Flow*

Improve resource management and utilization through improved systems for patient flow through MMC's inpatient and outpatient programs.

## *Regional Referral Center*

Expand MMC's position as the tertiary referral center in Maine and provide leadership in maintaining and improving access to high quality, cost effective services.

## *Workplace of Choice*

To be a Workplace of Choice, attracting, engaging, and retaining MMC staff by supporting MMC's culture which is:

- Nimble and responsive
- Timely and effective in its decision making, which includes meaningful employee, physician, and voluntary staff input
- Cultivated by empowered and accountable leadership
- Informed, well trained and motivated staff who provide high quality respectful customer service and safe patient and family centered care
- Safe and free from recognized hazards.

## *Clinical and Administrative Information Systems*

To develop and maintain clinical and administrative information systems that improve the quality and efficiency of care delivery and improve decision making.

## *Communications and Marketing*

Strengthen MMC's market position through the promotion of its clinical programs and increase the public's recognition of its roles as the major provider of services in greater Portland and the tertiary referral center in Maine.

## *Delivering Community Value*

Continue to expand and demonstrate the social, economic, clinical and academic contributions MMC makes in greater Portland, the State of Maine and the New England Region.

## *Financial Strength*

Strengthen the financial viability of MMC. ■

## FAMILY ROOM CONTINUED FROM PAGE 3

family members," says Richard Petersen, MMC's Interim President and Chief Executive Officer. "With this Family Room these important services are even closer for families. Maine Medical Center is proud to partner with the Ronald McDonald House to bring this worthwhile service within the hospital."

"What a proud moment for all in attendance and those who were such an integral part of the planning process when Ronald McDonald, children, mothers and fathers pulled the

red ribbon to officially open the Ronald McDonald Family Room," says Robin Chibroski, Ronald McDonald House Executive Director. "We are so proud and honored to be affiliated with Maine Medical Center."

Portland Mayor Ed Suslovic issued a proclamation which read in part, "this day is a true measure of the generosity of Maine Medical Center and the result of the collaborative efforts of so many to further enhance the focus on patient and family centered care." ■



Chris Hirsch, MPH, Director of Pulmonary Medicine, and President of the Ronald McDonald House Board of Directors, speaks to guests during the opening of the Ronald McDonald Family Room, as Ronald McDonald looks on.

## MMCRI CONTINUED FROM FRONT PAGE

for Molecular Medicine, Clinical and Translational Research, the Center for Psychiatric Research, and the Center for Outcomes Research and Evaluation.

Thursday, December 4  
Remarks and Ribbon Cutting  
11 a.m.

Reception to follow

Open House 12:30 – 4 p.m.

Tours of the facility along with presentations on research findings and trends ■

So that everyone has an opportunity to use the Marketplace, ads may be placed once. Repeats will be permitted only as space permits.

## FOR SALE

Telescoping Pet Ramp - only 15 lbs. High traction surface, durable. Built in handles & rounded corners. Gently used for 6 mos. - \$50. Email moscie467@hotmail.com.

2000 Ford E-350 Passenger Van with Wheelchair Lift. Seats 11 (9+2 WC) Liberty conversion by VMI, Braun UVL WC Lift. 72,290 mi. dark blue, 5.4L V8, automatic, power steering, cruise control, power windows, radio/cassette, Sony TV. \$14,840. Call 797-7768 Email [msh@maine.rr.com](mailto:msh@maine.rr.com)

Entry level drum kit. Many extras: books, practice pad, sticks etc... Great Christmas present for the budding musician without a big investment. Call 761-0266 or [bauerm@mmc.org](mailto:bauerm@mmc.org).

2001 Black Volvo V70 XC AWD 116,000 miles, All Wheel Drive, Power Locks, Windows, Seats, Mirrors, Black Leather Heated Memory Seats, Automatic w/ Tiptronic Transmission, Sunroof, AM/FM/CASS/CD, Cruise, AC, Wet Traction Control, 5cyl Turbo charged engine, Daytime Running Lights, Fog Lights, Rear Fog Lights, Onboard Message Center, Memory heated seats are also tied to the memory power heated mirrors with three driver settings. Factory Alarm, Keyless Entry and Homelink. KBB Suggested Retail Value \$12,000 and Private Party Sale Suggested @ \$9,550. This car tops out safety ratings for your family and is a tank in the snow. Willing to throw in XM radio device. 233-1852 or [kgoldensomers@hotmail.com](mailto:kgoldensomers@hotmail.com).

## FOR RENT

Ptld, 227 Brackett St: Sunny, 2<sup>nd</sup> flr, 2 BR with galley K, built in bookcases & hdwd. \$950/mo incl HW, util. are extra, efficient Rinnai heater. W/D on site, pkg is on-street. NS/NP. Call 871-5064.

Ptld, 19 Anderson St: 2 BR, 1 BA 2nd flr apt. \$1150/mo incl H. 1 OS pkg space, additional avail in snow-ban. Laundry on site. 1yr lease. No dogs. Good ref's only please. Email [lbfgmt@yahoo.com](mailto:lbfgmt@yahoo.com).

Ptld, 33 Elmwood St: 2 BR. hdwd. \$850/mo + util., new oil boiler, no dogs. 1 yr lease. OS pkg for 2 cars. Lndry in bsmnt. Email [lbfgmt@yahoo.com](mailto:lbfgmt@yahoo.com).

So Ptld/Willard Beach Area: Large, sunny, 2 BR townhouse style apt Quiet tenant a must! OS pkg, W/D, NS, NP, lease not req. \$1000/mo + util. Call 767-5092 or e-mail [jnicolet@msn.com](mailto:jnicolet@msn.com).

Gorham: Family home to share, 3 miles from USM on Rte 114. Master BR w/ private BA, jacuzzi tub, walk in closet. Horse owners 2 stalls available for boarding, grass turnout! \$600.00/mo. Call 272-8431 or email [sandst@mmc.org](mailto:sandst@mmc.org).

Ptld, East End: 2 BR, 2 BA condo. OS pkg, on site lndry, 1040 sq ft, cats OK, Easy walking to parks, beach and the Old Port. \$1150/mo + H & util. Avail Dec 1. Call 838-0660 or email [rletourneau81@gmail.com](mailto:rletourneau81@gmail.com).

Ptld, West End, Spruce St: Modern, clean, sunny, 1 BR. in quiet, professional building. Deck off the 3<sup>rd</sup> flr, attractive yard and pkg. \$ 750/mo plus affordable gas utilities. Call 712-3001.

Ptld, Eastern Prom: Luxury Hi Rise Condo on 10<sup>th</sup> flr. Heated pkg, lg full balcony, storage, 24 hr Security Doorman, new SS appl and Plasma/LCD TVs, Small pets OK with Board approval. \$1995/mo LT (6-12 mos), \$2250/mo (3 mos), or \$2500-\$3000/mo summer incl H, AC, all util, basic cable. Call 772-1232 or (714) 272-3852 or email [hous-880091896@craigslist.org](mailto:hous-880091896@craigslist.org).

Ptld, Close to Back Bay: 2 BR, W/D, New Windows, Quarter tank of gas left Private driveway & yard, \$940/mo. First month FREE! Call 617-549-1364.

Gray, 51 Shore Rd., 1 BR cottage on Forest Lake. \$800/mo + util, sec dep. Oil heat. NS. Call 657-4638

So Ptld: 2 BR apt., New K, BA, hdwd., W/D hook-ups in bsmnt, OS pkg. Fenced backyard abuts Hinckley Park. NS, pets negotiable. \$950/mo+util. Call 831-5126.

So Ptld: 3 BR bungalow, woodstove, 1 yr lease \$1075/mo+util. Call 776-3599 cell or 767-7012 home.

Bath: 3 BR, 1 BA, Gambrel style home with hdwd, wood stove in LR, open K & den. Equipped with a W/D, DW, frig, & range. NS, NP. \$1,100/mo + 1<sup>st</sup> mo rent and 1 mo sec dep. Min 1 yr lease. Email [hous-908446909@craigslist.org](mailto:hous-908446909@craigslist.org) Call 978-587-1165.

Cape Elizabeth / Fort Williams Park: Bright, sunny, private single N/S accommodations. \$850/mo. Call 857 234 2274.

Ptld: 3 BR, 1.5 BA, new K and bath w/ jacuzzi. OS pkg, brick patio + fenced in yard. Beautiful house 3 blocks from Me. Med! NS/NP. \$1300/mo+util. Call 967-4703 or 408-1411.

South Portland: 3 BR bungalow, woodstove, you pay utilities, 1 yr lease \$1075.00 per month call 776-3599 cell or 767-7012 home.

Ptld: 2 BR apt, built-in china cabinet, hdwd, renovated BA & custom kitchen w/ DW, W/D. High ceilings, lots of windows, sunlight, backyard, animals considered, OS pkg during snowstorms. \$1100/mo+util. Call 671-8809.

Ptld, Back Cove: Elegant hip-roof colonial in Back Cove. Stately period features, frplc, 4 BR, 1.5 BA, gorgeous hdwd. Plus garage, private stone patio \$1600/mo + util. Call 229-1393.

So Ptld, 55 Tremont St: 1/2 mile south from Cash Corner. Sunny, spacious 1 BR apt. Private deck, lndry, OS pkg, Completely furn. NS. \$1000/mo incl util(2<sup>nd</sup> BR/study avail for add. \$200/mo) Call 772-0454 or e-mail [nmineart@maine.rr.com](mailto:nmineart@maine.rr.com).

So Ptld, Breakwater Complex: 2 BR penthouse condo overlooking Casco Bay with open deck & patio. Fully secured property N.S., N.P. \$1,100/mo. ST LT lease. Call 615-6205 or email [loachamp@yahoo.com](mailto:loachamp@yahoo.com).

South Portland, Dows Wood 3Br 2Ba Townhouse condo near village and bus line. Private setting. Garage Very Sunny. 879-9800.

Gorham: Immaculate 2001 house 20 min from Ptld. Nice landscaping & driveway 1 BA w/ 2 BR on 1st flr. Daylight bsmnt is almost complete with 2 BR, full BA and family room. 1 yr lease req. \$1250/mo plus util. Will consider option to buy. Call 310-1048, or e-mail [nicktrepanier@hotmail.com](mailto:nicktrepanier@hotmail.com).

Scarboro condo: Newly renovated 2 R, 1 BA, 1 car garage. Close to US Rte 1 and beaches. Minutes to mall and Maine Med. Beautiful location on Greenbelt trail. \$1250/mo-negotiable. Incl H and HW. Call 883-5271 or 730-2475.

## ROOMMATE

Ptld: Share spacious 3 BR 2 BA duplex located in the West End. \$750/mo incl H, HW, local phone and cable. Avail immediately. Call 772-1024.

Male, Linen Services worker looking for roommate to share an apartment close to Maine Medical Center. Non-smoker preferred, Call 846-4541.

## REAL ESTATE FOR SALE

Portland: Very cute pitch-roofed Cape, 3 BR, 1.5BA, new roof, new windows, gorgeous hdwd flrs, very sunny and light. Fenced back yard, amazing neighbors, close to the hospital. \$228,000. Call 415-1303.

Westbrook, Hamlet Coach Park: 1979 Burlington Mobile Home. 2 BR, 1 BA. New K flr. New exterior paint. Lg deck. Shed. Park approval needed. No appliances incl. \$10,000. Call 318-5334

## ST/SEASONAL RENTAL

Yarmouth: 3 BR, 2 BA home Yarmouth Village. 2 car garage, private yard. Economical wood pellet stove. Will consider one dog. Offered ST or thru June 2009, unfurn. \$1300/month. Call 781-2979 or email [tteare@maine.rr.com](mailto:tteare@maine.rr.com).

Winter rental Newly renovated, fully furnished 2 BR, 1 BA cottage near Willard Beach. Incl DW, W/D, cable TV and WIFI. NS, NP. \$1200/mo incl all util except H. ST rentals avail. Call 450-7082 or 774-0110.

## SERVICE

Private duty nurse caring with patience & kindness to care for elderly needing assistance with ADL & nursing care. Overnight & ref avail. Pet friendly. Putting your mind at ease. Call 510-1381.

Toddler Terrace Day Care. Gorham. Mon thru Fri 7:30am until 5:15pm My goal is to provide a safe and happy place where children can learn and grow physically, emotionally, intellectually, and socially at their own pace. Member of USDA Child-Care Food Program. Nutritious meals will be served to all children. Email [mrancou3@maine.rr.com](mailto:mrancou3@maine.rr.com) for rates and other info.

"Tender Love Family Child Care" in Windham has openings for 18 months to 12 years old. 6 am to 6 p.m. \$25 a day. Open to part time care also. Call 892-5849. Licensed child care provider. 5 years experience as preschool teacher.

Snow Plowing: Greater Portland Area. MMC employee discount. Neighborhood and Senior Citizen discounts. Call 233-2937, or email [tapled@mmc.org](mailto:tapled@mmc.org).

Odd Job Service: Interior painting, fall-winter cleanups including trips to the dump, etc., Excellent References, Free Estimates. Call 749-6811.

Nanny Available: full-time with a family in the Falmouth, Yarmouth, Cumberland, or Freeport area [pattyann@maine.rr.com](mailto:pattyann@maine.rr.com).

Skill Carpenter with over 25 years experience. Creative solutions to carpentry problems. Fine finish work, quality restoration and renovation. Cabinets, built-ins, and bookcases too! Call Steven at 807-7355.

## FREE

Cable Nelson upright piano, age unknown. Free to someone who likes to play, or wants to learn. May be seen in Dana Center. Please call to schedule an appointment, x2131.

# HR Corner

## Benefits Confirmations On The Way

Employees will soon be receiving Confirmation Statements for your 2009 benefit elections. Mailings will be sent from the Employee Benefits office to employees' homes in December. Please note any discrepancies and contact Employee Benefits at 662-2310 before December 31, 2008. Any changes must be made before that date.

## New Social Security Benefit Estimator

The Social Security Administration has unveiled a revamped Social Security benefit estimator on its web site. The new online calculator allows users to vary the inputs. For example, people can instruct the calculator to base its estimates on higher or lower earnings estimates and different retirement ages. The options for varying entry data will provide users with more accurate estimates of their future benefits. The new online estimator may be found at <http://ssa.gov/estimator>.

# 2008 Holiday Receptions

## Tuesday, December 9

Brighton Cafeteria  
11:30 a.m. – 6 p.m.

## Wednesday, December 10

Impressions Café  
10:30 a.m. – 6 p.m.

## Thursday, December 11

Café at the Atrium  
2 – 4 p.m.

## Special Third Shift Reception

Thursday, December 11  
Impressions Café  
Midnight – 2 a.m. ■

# Puzzling Interaction



MMC Volunteer Peter Benson hands a Maine Medical Center jigsaw puzzle to Lisa Wendler of Pharmacy. The 550-piece puzzles — featuring an aerial photo of the Bramhall Campus — were created to celebrate the September opening of our East Tower. Those attending the celebration received a puzzle to commemorate the day, and boxes were given to employees last month.

# Calendar

## Meet and Greet with the American Cancer Society

December 1, 11:30 a.m. – 1:30 p.m., MMC Cancer Institute.

## MMCRI Expansion Celebration

December 4  
Ribbon cutting, 11 a.m.  
Open House 12:30 – 4 p.m.

## Trauma Across the Spectrum 2008

December 5, 7:30 a.m. – 4 p.m.  
Dana Center

## Prescription Assistance Sessions

December 9, 7 – 8 p.m., Dana 2

## IHI Forum

December 10 & 11  
Portland Marriott,  
South Portland  
Barbara Prime - [primeb@mmc.org](mailto:primeb@mmc.org)

## Forum: Finding Your Way Through Cancer

Heather Ciccarelli, Patient Navigator  
MaineHealth Learning Resource Center, Scarborough  
December 11, 6:30 – 8 p.m.  
885-8570

## 403 (b) Informational Sessions

Call Jenny Billings, Lincoln Rep., to schedule an appointment (774-1113)  
December 16, 11 a.m. – 4 p.m., Dana Center 11

## 2008 Safety eLearning Test for MMC Employees

Due January 1, 2009

# Looking Back: *A History Of Caring*



Through the years, our employees have found many ways to help others. In this photo from 1961, Mabel Bennett (left) and an unidentified nursing aide put the finishing touches on a holiday dinner basket destined for a family in need. This tradition of giving to the community has always been a part of holiday celebrations at the hospital and is carried on today by many of our departments. *Photo courtesy of the Maine Medical Center Archives.*



Maine Medical Center

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The MaineHealth Family

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