

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

MMC Named one of the Nation's Top 100 Cardiovascular Hospitals

Maine Medical Center has been named one of the Top 100 Cardiovascular Hospitals in the nation by Solucient, a national healthcare information company that maintains the industry's largest healthcare data warehouse and provides analytical services to more than 7,000 customers. Solucient recently published its 2004 report listing the 100 best-performing cardiovascular hospitals.

Solucient reported that the Top 100 hospitals outperformed all other heart hospitals by 9% in survival rates for heart attack; 23% in survival rates for congestive heart failure; and 17% in survival rates for both bypass and angioplasty. Maine Medical Center was the only hospital in Maine and one of only seven in New England named to the list. This is the third time Maine Medical Center has been named to this list.

"This is an accomplishment everyone can take great pride in – all physicians who care for heart patients at MMC, our employees and our patients," says Vincent S. Conti, President and Chief Executive Officer of Maine Medical Center. "The staff at the Maine Heart Center at Maine Medical Center have taken tremendous pride in their work, and it shows. This is not an easy list to make."

The study also revealed that in 2002 and 2003, the Top 100 hospitals performed almost twice as many angioplasties and cardiac surgeries as their peers, supporting other unrelated studies that show increased volume equals better outcomes for heart patients.

Other New England hospitals named were: Hospital of St. Raphael and Yale-New Haven Hospital in New Haven, Connecticut; Saint Francis Hospital and Medical Center and Hartford Hospital in Hartford, Connecticut; and Beth Israel Deaconess Medical Center and Brigham and Women's Hospital in Boston.

The data used represents more than 6,000 U.S. hospitals and more than 12 million patient discharges. In the study, Solucient focused on hospitals that treat a broad spectrum of cardiology patients, including those undergoing acute myocardial infarction (AMI), congestive heart failure (CHF), percutaneous coronary intervention (PCI), and coronary artery bypass graft (CABG).

Among the key findings:

- Although they are sicker than ever before, more coronary bypass patients across the nation are surviving surgery, and at higher than anticipated rates. The Top 100 hospitals are leading the nation in this new trend.

- The results showed a significant increase in the severity of co-morbidities and complications, which translated into a higher "expected" death rate of five more patients per 1000 by 2003. However, contrary to this expected rise in CABG mortality, the study shows the reverse: a significant decrease in the actual death rate of five

Cancer Survivors Look Forward to Opening of New Cancer Center

Earlier this month, more than 100 people crowded into a tent on the future site of the Cancer Care Center of York County in Sanford to celebrate the official groundbreaking and to dedicate the cornerstone of the building which was engraved with the word "Hope." Attendees included officials from the three hospitals which are collaborating in the project, Goodall Hospital, Maine Medical Center and Southern Maine Medical Center, as well as community leaders and cancer survivors who were recognized and honored by wearing pink roses.

Cancer survivor Evelyn Choate of Kennebunk spoke at the celebration and described her battle with cancer which required driving out of York County to receive treatment in Scarborough. The Cancer Care Center of York County will allow future patients to receive care closer to home.

"I am thrilled that this new cancer center for southern Maine has come to fruition and wish the staff and all the patients who will be using this new facility peace, hope and a cure," said Choate.

With town and State approvals in hand, design and construction for the Cancer Care Center of York County begins this fall. The Center is expected to begin providing care to cancer patients in

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CANCER, SEE P.2

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January 2006. Presently, the closest in-state cancer care center offering radiation therapy is located in Scarborough. Opening the Cancer Care Center of York County will save York County cancer patients who require radiation therapy an average of 24 to 100 miles of travel each day for their treatment.

The Cancer Care Center of York County will be the only center in York County to offer radiation therapy treatment, bringing this care much closer to home for more than 400 York County cancer patients per year. The Center will also provide chemotherapy, a full range of cancer care support services, and will include cancer care physicians' offices all at one convenient location. The new cancer center will be open to all cancer patients, regardless of their choice of hospital or physician, and all cancer care physicians will be welcomed to practice on site.



Front Row: Jonathan Hatch of Saco, Evelyn Choate of Kennebunk, and Rep. Roger Landry of Springvale. Back Row: Ed McGeachey, SMMC President and CEO; David Nickerson, Chairman of the Goodall Hospital Board of Trustees; Bob Hardison, past Chairman of the Goodall Hospital Board of Trustees; cancer survivor Janet Bouma of Kennebunk; Vincent Conti, President and CEO of Maine Medical Center; and Dee Hopper, Vice President of Patient Care at Goodall Hospital.

MMC Transition to New Telephone Exchange

Maine Medical Center is changing its telephone exchange! This change impacts MMC phone numbers in Portland that use either 871-, 842-, 879-, or 253- as the three digit prefix for outside callers to reach an MMC phone number. The 662 exchange is active right now, and all employees are encouraged to transition to it without delay.

The new exchange resulted from planning for the new Women and Infants Center, which will require additional telephone numbers from the Public Utilities Commission (PUC). In an effort to consolidate the number of different exchanges at MMC, Information Services (IS) negotiated with the PUC to secure one exchange for Portland campuses – 662, which spells M-M-C on a telephone keypad. As a result, MMC must “return” the older exchanges to the PUC, who will reassign the numbers to other businesses and residences throughout Portland. The older exchanges will “expire” in April 2005.

To assist in the changeover, please make sure you've done the following:

- Change your automatic e-mail signatures
- Update your stationary, letterhead and business cards
- Change your voice mail message(s)
- Change any pre-programmed fax numbers
- Notify your vendors and suppliers of the change
- Review any web pages for your department containing phone numbers



For questions or more information, please contact Ralph Johnson, 662-6426.

Nuclear Medicine, Nuclear Cardiology Programs Accredited

MMC's Nuclear Medicine and Nuclear Cardiology programs were recently accredited by the Intersocietal Commission for the Accreditation of Nuclear Medicine Laboratories.

MMC's program is one of 5 accredited programs in Maine. Others are: Maine Cardiology Associates in Lewiston and Portland, Cardiovascular Consultants of Maine, and, MaineGeneral Medical Center in Waterville.

Managing Diabetes and Other Chronic Conditions Shown to Save Maine Money

Chronic condition management could save the health care system in Maine millions and improve lives at the same time, according to a new report from MaineHealth. The health care system says the results of its own chronic condition management initiatives demonstrate that it works.

A coordinated approach, based on the “Chronic Care Model” and a collaborative format, involves the patient and family, a range of caregivers, and community support in providing the right care to the right patient at the right time. It links the medical model to the public health model, and takes advantage of information technology to facilitate and track care.

The report focuses on three of the chronic conditions that MaineHealth and its collaborators have tackled – diabetes, asthma, and heart failure – and offers them as “proof of principle” right here at home. This is a true story of real people, real physicians, and a host of others who have demonstrated that chronic care management can be an essential part of a more effective and less costly health care system.

To find out more about the report, go to: www.mainehealth.org and download the report from the homepage.

Charitable Gift Helps Bring New Cancer Therapy to Maine

A new type of radiation therapy used to treat cancer will be available in Maine next year thanks in part to a generous commitment from a member of the community.

Selma Pluznick of Old Orchard Beach, Maine, and Delray Beach, Florida, made a significant donation to Maine Medical Center to support the purchase of equipment to perform high dose brachytherapy. This technology is often the best available for treating certain types of prostate, gynecologic, and breast cancers, yet has not been available in Maine. Until now, a patient needing this type of therapy was forced to travel to Boston to receive care.

Brachytherapy is a form of treatment whereby radiation doses are delivered internally by sources placed into or very near to the tumor. Advantages include shorter treatment time, ability to receive care in an outpatient setting, and no radiation exposure to medical personnel.

Mrs. Pluznick’s gift is given in memory of her late husband, Oscar Pluznick, who died of pancreatic cancer 18 years ago. The new brachytherapy equipment will be housed at Maine Medical Center in an area to be known as “The Oscar Pluznick Brachytherapy Suite”.

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patients per 1000 by 2003.

- If cardiovascular services in all acute-care hospitals performed at the same level as the hospitals with the nation’s top cardiovascular services, 4,200 additional cardiovascular patients could survive each year; and an additional 1,600 patients could be complication-free.

- Winning hospitals are 35 percent less likely than non-winners to have post-operative infections and 20 percent less likely than non-winners to have post-operative hemorrhage for patients undergoing CABG or percutaneous coronary interventions (PCI).

- Winning hospitals annually perform twice as many bypass surgeries and PCIs, including angioplasties, as their peers.

- Cardiovascular patients at winning hospitals return to everyday life faster than those at non-winning hospitals. Patients at the winning hospitals were released more than a half-day earlier than patients at peer hospitals.

- Average cardiovascular-related costs for benchmark hospitals were nearly 13 percent lower than at peer hospitals.

More information on this study and other 100 Top Hospitals research is available at www.100tophospitals.com.

CHILDREN AT THE CENTER: Interdisciplinary Patient Care Rounds

Clinical and Ethical Challenges In Providing Culturally Competent Care

A team of multidisciplinary providers will trace the path of a refugee family as they enter our health care system, and progress through labor and delivery and beyond. Clinical and ethical challenges, and lessons learned will be explored through case presentation and facilitated discussion.

Join us as we journey together toward the delivery of culturally competent care here at MMC.

December 9, 2004, 1200-1600, Dana Center Classroom #3
Nursing Contact Hours (4) will be provided
A Nursing Staff Development Program

MMC Recruits New Resident Physicians

Maine Medical Center continues to attract new physicians from all over the country to its residency programs. This year, 61 new physicians will arrive from 35 medical schools in 25 states and the District of Columbia. The schools are as close as the University of New England and as distant as California and Washington state. There are even four foreign countries represented.

"Recruiting top notch residents is no easy task," says Interim Vice President of Medical Affairs George Higgins, MD. "MMC continues to perform exceptionally well in this arena. We are a magnet for the next generation of young physicians."

"This is good news for Maine as well. It has been demonstrated in many areas that physicians have a strong tendency to remain in the area where they complete their training. In our own programs, we find that over the past 7 years 49% of our graduates remain in Maine. With an academic medical center like this, we have a much easier time attracting physicians to practice in the state."

MMC's 16 residency programs are an essential part of its role as a major medical center. Complex care around the clock requires on-site physician coverage to a degree not possible anywhere except an academic medical center. Teaching hospitals also attract exceptionally skilled and committed attending physicians, who come for the challenge of teaching younger colleagues.

"Teaching medicine to younger physicians is a rewarding and enriching experience," says Joe Wight, MD, a local cardiologist. "To be an effective teacher, our skills and knowledge base must remain sharp and current. This makes the practice of medicine better for all of us, especially our patients."

Dr. Wight and 539 of his physician colleagues hold staff appointments at the University of Vermont College of Medicine, a major teaching affiliate of MMC. They, along with many other local physicians, provide teaching services in addition to their many other duties, as part of their professional responsibilities and because it helps them stay current with rapidly changing medical knowledge.

Consolidated Imaging will Improve Care in Rural Regions

Maine Medical Center's Radiology Imaging System to be Extended

A man from Farmington is enjoying his vacation in Damariscotta until an unfortunate accident sends him to Miles Memorial Hospital. The CT scan results reveal a serious head injury that needs immediate attention, so the patient is transferred to Maine Medical Center, where a neuroradiologist and neurosurgeon have already looked at the CT scan images and are preparing for the patient's arrival. Once the patient recovers, his physician at Franklin Memorial Hospital is able to look at those same CT images during follow-up visits with the help of a standard PC and an Internet connection.

How is it all possible?

Thanks to a consolidated approach to archiving and distribution of radiology images and reports that reduces costs and enhances patient care.

Maine Medical Center has received a \$1.4 million federal grant award from the Agency for Healthcare Research and Quality to extend its Picture Archiving and Communication System (PACS) to Miles Memorial Hospital in Lincoln County and Franklin Memorial Hospital in Franklin County.

"Within Maine Medical Center, PACS has allowed us to be better radiologists," says Matthew Ralston, MD, a radiologist at MMC. "The system allows us to find and display prior comparison exams automatically and enables easy radiologist-to-radiologist consultation on the spur of the moment."

PACS is a digital radiology tool that allows the sharing of patient records by moving from the traditional film-based radiology to digital radiology. It not only cuts down costs associated with film handling and archiving, it ensures higher quality and faster interpretations of images because radiologists are able to manipulate the images to get the best views. It also allows medical professionals to diagnose and treat patients without waiting for records to arrive and gives doctors the ability to simultaneously share information. PACS ensures a smoother data flow between institutions and allows patients to benefit from the expertise of doctors not located at their hometown hospitals. "The radiologist from 60 miles away can always see the prior studies that were done at MMC and we can always see the studies done at other facilities," says Dr. Ralston.

Miles Health Care and Franklin Memorial hospitals present an ideal setting in which to study the process and outcomes of implementing a consolidated approach to PACS - a technology that MMC believes is one of the fundamental building blocks to developing a health information system that improves access and quality for patients while reducing cost.

MMC implemented PACS in 2001, and many clinicians note the system has been the single most important health information technology advancement they have ever experienced. Many rural hospitals desire to move toward this technology, but startup costs are often prohibitive. The CI-PACS project will allow multiple remote organizations to archive images at MMC and retrieve and display them locally, allowing each facility to benefit without being required to implement their own system. The project also aims to realize the clinical value possible when multiple organizations have access to a shared radiological record. Successful implementation should lead to both improvements in patient care quality and cost reductions.

Nationally Certified Poison Center Provides Vital Help Every Day

Maine Medical Center's Northern New England Poison Center (NNEPC) recently achieved national certification. The certification was awarded by the American Association of Poison Control Centers (AAPCC) in Washington, DC.

The NNEPC is the designated poison center serving the states of Maine, New Hampshire, and Vermont. Every day, it receives 180 calls to 1-800-222-1222 about poisons and medications, many of which involve toddlers. The center also manages cases involving teenagers and adults, including seniors with adverse effects related to their medications. This vital service not only helps callers in crisis, but also saves substantial healthcare dollars for the region. According to U.S. Senate findings, every dollar spent on poison center services saves seven dollars in associated healthcare costs.

By working with private and public funders, the center increased funding sufficient to support the cost of providing services with the specially educated staff required to meet the national standard of care. As a result, for the first time, Maine, New Hampshire and Vermont citizens now benefit from services provided by two board-certified toxicologists, five nurses who are nationally certified specialists in poison information, and staff specially trained to provide poison-related information. Additionally, the three states benefit from the center's ability to monitor for public health threats and acts of terrorism.

The NNEPC is supported by private, state, and federal funding sources. Contributions by Maine Medical Center, MaineHealth, the United Way of Greater Portland, York, Mid Coast and Kennebec Valley, Fletcher Allen Health Care, the States of Maine, New Hampshire and Vermont, and federal certification grants available only to centers working toward certification make these services possible.



2005 Annual Open Enrollment

2005 Annual Enrollment packets were mailed to MMC benefit eligible employees at the end of October. This year, employees are making their benefit selections using the Lawson Self-Service on-line benefits enrollment system.

Open enrollment continues through the remainder of November. If you are not making changes to your benefits, or enrolling or re-enrolling in a Flexible Spending Account for 2005, then you do not need to enroll online. Your benefits will simply roll over to 2005.

Employees will receive confirmation statements on their 2005 benefit selections during mid-December. Any discrepancies should immediately be reported to the Employee Benefits Office so that corrections may be made in time for January 1, 2005. Any corrections not reported by December 31, 2004 will not be accepted.

Medical and Dependent Care Reimbursement Plans

A reminder to employees that if you participate in a reimbursement plan, you must re-enroll each year in order to participate. If you currently contribute to either the Medical or Dependent Care Reimbursement Plan and wish to continue your participation into 2005, be sure to re-enroll in the plans during annual enrollment (November 1 through November 30, 2004). Once 2005 has begun, a reimbursement plan election cannot be made unless you have incurred a change in family status.

403(b) Retirement Plan

Waiting to start saving for retirement? The power of tax-deferred savings can be seen by contributing to the Lincoln Alliance 403(b) program. Your contributions are deducted from your paycheck before your wages are taxed. This creates an immediate tax break and your current taxable income is reduced. Also, taxes are not paid on any investment gains until you withdraw your funds. This allows your savings the chance to add up faster than if you had to pay taxes now. Here's an example of how waiting to get started and the passing of time can impact savings. This example is based on a pre-tax contribution of \$100 a month at an estimated 7% rate of return and retirement at age 65.

<u>Age</u>	<u>Balance at age 65</u>	<u>Cost of Waiting</u>
25	\$248,552	
26	\$231,128	One year: \$17,424
27	\$214,844	Two years: \$33,709
35	\$117,606	
36	\$108,749	One year: \$ 8,857
37	\$100,471	Two years: \$17,135
45	\$ 51,041	
46	\$46,538	One year: \$ 4,503
47	\$42,330	Two years: \$ 8,711

There will be informational sessions for 403(b) planning held monthly in the Dana Center to review plan fund options, details of how the plan works and more. The next session will be held December 13, 8-9 a.m. in Dana Center Classroom #9. Our Lincoln Rep, Jenny Billings, is also available to meet with you individually. Jenny can be reached at 774-1113.

Shining On

The "Shining Lights" employee team continues to hear about staff whose heartwarming and inspirational actions provide not just the clinical care our patients expect, but the compassion and dignity they need. Please share experiences you have had or heard about. Send stories about staff who touch the life of a single person or affect our community in special ways to Tracy Armitage, armitt@mmc.org. You can view all of the Shining Lights stories on the intranet.



At this time of Thanksgiving and family celebrations, I wanted to highlight a touching "shining lights" moment that our interdisciplinary staff on BBCH Inpatient Pediatric Unit made happen for one of our patients. Becky, a 15 year-old, has been a patient with us for several months, while undergoing intensive inpatient pediatric rehabilitation after a traumatic car accident. Since her family lives in Massachusetts, her mother and grandmother have been staying at the Ronald McDonald house and here on BBCH IPU to support Becky. Unfortunately, Becky's father has become increasingly sick with a terminal illness and is in hospice care in Boston. Becky's mom has been spending more time with her father in Massachusetts. The BBCH staff approached Becky's mother via telephone and asked her if they could facilitate a visit for Becky and her father. Her mom was deeply touched. Many people "made it happen". Corenna Reeves, one of her primary nurses, her physicians, Elizabeth Papps, the school teacher, Child Life staff and her PT/OT team helped prepare Becky for the trip. They arranged for Becky to go to her home and enjoy the afternoon with her extended family. Ashley Holmes, our child life specialist, put together a "travel pack" of toys and diversions for the car ride. Some of our pediatric residents bought her small gifts to take. When it was determined that Becky might require physician support, Dr. Jen Jewell, one of our pediatric hospitalists, volunteered to accompany Becky for the whole day. Becky's Uncle drove to MMC and brought Becky "back home". Becky was just thrilled at the chance to be with her Dad, who is unable to travel, and with her many family members. Many stories were told and pictures taken! When she returned, Becky wrote a short story about her experience and was able to share it with our staff, something she would not have been able to do a few short weeks ago. Thanks BBCH for touching the lives of such a special patient and her family!! Her mother described the whole experience as a "gift to Becky and her family that will never be forgotten".

—Louise Barton, RN, Nurse Manager, BBCH

MMC Mentor Honored for Service to Community



Jerrold Bradley, a Peer Support Worker at MMC's Emergency Department, was honored earlier this month with the "Helping Move Lives Forward" award for outstanding mentorship from the Ely Lilly Reintegration Award Program.

For almost two years, Bradley has worked within the ED to provide a helping hand to patients awaiting a psychiatric evaluation. He offers comfort, companionship, assurance and hope to both patients and families.

In addition to his work at MMC, Bradley also speaks to audiences at local schools and colleges, recounting his own story of recovery. He serves as chairman of a consumer advisory council, board member of a service review team, member of a state

work group for co-occurring disorders and facilitator of a recovery group. He has also founded his own company, The Bradley Foundation of Maine, Inc., which supplies reconditioned computers at a minimal cost to people living with mental illness. Bradley was selected for the award among hundreds of possible recipients.

The Window Decorating Committee "Wants YOU!" Reserve Your Window Today

The window decorating contest will be the kickoff event of the annual holiday festivities and will be held on Thursday, December 2, from 4:00 to 6:30 pm at Bramhall and Brighton campuses, as well as Holt Hall. Plans are underway for the holiday reception, to be held on December 15.

Gather your friends and co-workers together and sign up for your window. Paints and brushes will be provided. Please join the fun! There will be pizza, door prizes, and holiday music. You are welcome to bring your children (you will be responsible for their care).

Contact Pam Craig, in Human Resources at x6202 or craigp@mmc.org to reserve your window at the MMC campus. For the Brighton campus, contact Linda Siddons, 662-8328. Windows are limited (4 at Brighton, 26 at MMC) so reserve yours soon!

Blood Donation Drive a Success

Thanks to all who donated in the last American Red Cross blood drive (Nov. 8). More than 90 people signed up to donate. As a result, 71 usable pints of blood were collected. Bob Davis, Engineering, was the lucky winner of the \$100 gas card. The blood drive will be held on Friday, February 4. Mark your calendar! To sign up, contact Sally Nason, 662-2869. *Give the gift of life!*

EAC Bus Trip to Boston Saturday, December 4

\$17 per person

Contact Marian, 662-6018.



Marketplace

So everyone has an opportunity to use Marketplace, ads may be placed *once*. Repeats are permitted as space allows.

FOR SALE

1995 Nissan Sentra, GXE, NS. Auto. 76Kmi, new exhaust. \$2500. Call 232-5947.

1994 Acura Vigor GS, 4dr, 2.5 L, 5cyl. 68K mi, moon roof, CD. \$6400. Call 232-5117.

2002 Dodge Caravan SE Minivan V6 3.3L, 4D, 42K, Auto FWD, AC, PS, AM/FM/Cassette, blue. \$9,000. Call 730-0579.

1994 Ford explorer XLT 4 WD V6 99k. Very reliable. \$3250. Call 749-6392 or 688-4166.

1994 Toyota pickup, 4WD extended cab. 5 spd, bed liner, 154K mi. \$3,000. Call 729-8337.

1999 Volvo V70 Wagon. Leather. 95K mi. \$9800. Call 883-3302 or 232-3275.

West End condo, 4 lg rms, full BA, high ceilings, hdwd. New K & appl, French doors, 1st floor corner lot. \$215,000. Call 828 0405.

Cumberland, new 3BR, 3BA home. GR w/ fplc, hdwd, tile, lg yard, deck, 1.6 acre lot, barn w/ heat. \$409,000. Call 829-3686.

S Ptld, Willard Beach area. 7 rm bungalow, 3BR + den, 1 BA. \$232,000. Call 799-5741.

Portland, 26 Harvard Common. 2BR, 1 ½ BA, condo. End unit w/ skylights, tile, W/D incl. \$165,000. Call 797-8558.

European style townhouse, West End. 3BR, 2BA, lg K w/ cherry cabs & gas range, DR, family room. Hdwd, tile, pkg, etc. \$359,900. Call 828 0405 or 712-5065.

Fuji street bike, \$50. Hewitt Packard, color, digital, printer, \$50. Tan, dbl LaZboy sleep sofa. \$650. Call 767-5409, pm.

1 used single bed. Frame, box spring & mattress. \$25. Call 284-8790.

Jotul 602 woodstove. Dk red, burns 16" logs. \$300. Call 829-5073.

Proform, exercise bike. \$150. Call 934-5092.

Sony Digital Camcorder TRV-460, new. \$348 w/ 4yr service plan. Call 839-2965.

Vermont Castings, Vigilant Parlor woodstove. \$650. Call 767-3219.

Craftsman, 42" grass sweeper attachment. Use w/ any brand lawn tractor. Like new. \$150/BO. Call 871-4732.

Deacon's Bench \$35. Almond refrig. \$125. Sm round table & chairs, \$25. Baby, CPR training. \$15. Americast bar sink, \$35. Call 885-5862.

American Classic bicycle rollers. \$60/BO. Call 878-9410 after 3pm.

Firm, double size box spring & mattress. Call 799-7443 pm.

FOR RENT

Forest Ave, Ptld. 3BR house, 2BA, new devel. \$1350/mo. Call 743-9027.

Scarb. 2BR. LR, DR, K, W/D hookup, yard, monitor heat. NS, no dogs. \$750/mo + sec dep. Call 883-5233.

Saco, 5 rms, near beach, garage, W/D. \$1000/mo incl H/HW, elec, satellite. Call 284-5570.

Scar, Pine Point. 3BR, 2BA furn house, ocean view. \$900/mo+ utils. Avail 12/1. Call 377-6814.

Beach, furn 2BR, deck, pkg, W/D. NS, NP. Avail until 5/27. \$750-\$1000/mo. Call 781-2453.

2BR, walk to Brighton, new BA. K, LR, laundry, pkg, storage, porch. \$975/mo incl H/HW & sewage. Call 318-7113.

89 Salem Street, Ptld. 1st fl, 2BR, W/D, pkg, near MMC. \$950/mo+ utils, dep. Call 650-814-3325 or 408-240-8346.

1st fl, 2BR. French doors, lg deck, pkg, W/D hkup, storage. \$950/mo + utils. Call 807-1922.

246 Brackett St., Ptld. 2 BR, hdwd, tile. \$975/mo incl H/HW & pkg. 1BR, open concept, hdwd, tile, W/D. \$800/mo incl H/HW & pkg. Avail 12/1 or 1/01. Call 653-8076.

Western Prom, 2 BR, 1 BA, 3rd floor condo. Secure bldg, elevator, near MMC. \$1,250/mo H/HW incl, sec dep. Call 799-3071.

Westbrook 2nd fl, 2 BR. W/D hookup, hdwd, fplc, pkg. NS, NP. \$850/mo+ utils. Call 854-1192, 5-8pm.

Coyle St, Ptld. 2BR, lg LR, K, hdwd. Close to MMC, no dogs. \$850/mo + utils. Avail Jan 1. Call 727-4142.

Unique, 1 BR. 2nd fl, 1BA, K, LR. 50 min to Ptld. NS, no dogs. \$440/mo +. Call 793-8247.

Biddeford, 3BR. 2nd floor in 3 unit bldg. New BA & K w/ new appl. \$1250/mo incl internet, cable, local telephone & H/HW. Call 417-3998.

North Deering, townhouse. 2BR, 1 ½ BA. Den, W/D, monitor heat, pkg, NS, NP. \$1050/mo + utils, lease, refs, dep. Call 797-8442.

Baxter Blvd. 2BR. DR, eat-in K, hdwd, pkg, laundry. NS, NP. \$950/mo + utils. Call 773-6193 or cell 617-335-4319.

Gorham. Furn, bi-level studio, skylights, NS, NP. \$600/mo incl heat & elec. Call 839-3727.

Higgins Beach. 3BR, 2 ½ BA condo w/ attached garage. 6-12 mo lease. \$2200/mo+ utils. Pets OK. Call 232-8034 or 232-5514.

Gray efficiency. 1BR, quiet area, NP. \$100/wk incl all utils. Call 926-3393.

West End, Condo. 1BR. W/D, priv patio, pkg. Available now. \$995/mo + utils. NS, no dogs. Call 232-0390.

The deadline for the next newsletter is the first Wednesday of the month. To submit an item, send it by mail to the Public Information Department, by e-mail to marketplace@mmc.org, or by fax to 662-4094. Look for Marketplace on the Intranet under News & Events.

Ptld townhouse. 3BR, 1 ½ BA, garage, laundry, deck. \$1200/mo +utils. Avail 12/1. Call 653-6905.

1 BR apt in hist. hillside village, Tuscany. Views, fully equipped K, patio. Cooking lessons avail. \$650/wk. Call 767-3915.

Ptld, 790 Congress St. 1BR eff. All utils, NS. \$155/wk, sec dep, ref. Call 775-3317.

Ptld, West End. 1BR, 3rd floor, walk to MMC. \$550/mo+ utils. Call 772-4949 or 712-9315.

Cape Eliz. Furn 2BR, 1BA, fplc, priv beach, W/D. \$1800/mo + utils. Call 799-1983.

Windham, 2BR house. Heat, water, pets neg. \$800/mo, refs, sec dep. Call 892-5138 or haskew@mmc.org.

2nd fl, 2BR w/ W/D hook up, pkg, gas heat. Near MMC, owner occ, NS. \$775/mo + utils. Avail 12/1. Call 775-2199.

ROOMMATES

Share 3BR condo w/ two 20ish prof F. Brunswick. \$400/mo+ 1/3 utils. Rent nego w/ extra work. Call 729-5944 or 841-8546.

Prof, quiet F w/ cat seeks NS, M/F to share 2BR duplex. Rosemont area Ptld, close to MMC. \$450/mo + utils. Call 773-7750.

Raymond Pond Shores. F to share home. Access to pond + trails. \$700/mo incl utils & local phone, share cable. Call 655-5118.

Prof F w/ kids seeks F to share house in S Ptld. 10 min to MMC, priv BA, LR, & kitchenette. \$600/mo, utils incl. NS, NP. Avail Jan 1. Call 780-1020.

N/S, prof M & cat looking for F homeowner. Kids are great. Avail to move 4/1. Contact sawyeja@mmc.org.

SERVICES

Photographer. Wedding, senior pix, baby, family, and pet portraits. Call 229-8238.

What's Happening?

at Maine Medical Center

- Dec. 4** Hanukkah begins.
- Dec. 4** Holiday Bus Trip to Boston. See p. 6.
- Dec. 6** Informed Consent: What Health Care Reform in Maine will Mean for You. Dana Center, 7-9 p.m.
- Dec. 7** Weight Watchers Open House. Two sessions. 7 a.m., noon. Dana Center #1
- Dec. 8** Maine Neighborhoods: Building Strong Communities Annual Conference. Holiday Inn by the Bay. 7:30 a.m. - 5 p.m. FMI: 773-4336.
- Dec. 9** SCM Open Forum Workflow meeting. 2-3 p.m., DC#2.
- Dec. 13** Performance Improvement Fair begins. Call 662-4483. See p. 6.
- Dec. 14** Annual National Forum on Quality Improvement in Health Care begins. Dana Center Auditorium. See story this page. FMI: 541-7533.
- Dec. 21** Winter Solstice
- Dec. 25** Christmas
- Dec. 26** Kwanzaa begins.
- Jan. 1** New Year's Day
- Jan. 3** Research Forum 2005, abstracts due. Call 662-7049.
- Jan. 7** Joint Board Grant 2005, application deadline. Applications available. FMI: Volunteer Services, 662-2205.
- Jan. 14** Transplant Winter Fest. Dana Center, 8 a.m. - 4 p.m. See story below.

Save the Date! Transplant Winter Fest

All healthcare providers and physicians are welcome to attend the Transplant Winter Fest on January 14, 2005 from 8 am - 4 pm in the Dana Center. CEUs and CMEs are available. The conference is free and lunch will be provided. To register or for more information please contact Sarah DiMauro by e-mail dimaus@mmc.org. Registration deadline has been extended till December 15. Seating is limited. Please register ASAP.

About People

- **Joe Sala**, Poison Center Specialist, finished in the top 6% of the New York City Marathon earlier this month. More than 30,000 athletes completed in the race.
- **Kevin J. McGovern**, FACCA, MSN, MHA, has received the Distinguished Service Award from the American Academy of Medical Administrators (AAMA) during its 47th Annual Conference earlier this fall in Orlando, FL. McGovern is Associate Vice President for Cardiac Services at Maine Medical Center. McGovern was honored for his outstanding efforts in guiding the educational efforts of AAMA's specialty group, the American College of Cardiovascular Administrators (ACCA) from 2001-2004. McGovern's leadership resulted in successful and growing Cardiovascular Administrators' Management Conferences, held annually every March. McGovern has been a member of AAMA since 1996, and has served on the ACCA Board of Directors since 2001. He is the current AAMA State Director for Maine. In 2000, he was named a Fellow of the American College of Cardiovascular Administrators.
- **Do you have anything to share?** Whether it's a professional accomplishment, an award for your department, a paper presented, or some other noteworthy item, we'd be happy to report it in What's Happening. Just e-mail the information to Abby Greenfield at greena@mmc.org, or fax it, 662-4094.

Experience IHI without leaving Maine!

Annual National Forum on Quality Improvement in Health Care

8:00 AM - 4:15 PM, Tuesday, December 14

8:00 - 10:45 AM, Wednesday, December 15

Dana Center Auditorium

MaineHealth will sponsor a live satellite broadcast of the plenary sessions of the Annual National Forum on Quality Improvement in Health Care.

Held this year in Orlando, the Institute for Healthcare Improvement (IHI) Forum is the largest conference for those working on improving the quality of healthcare, attended by thousands in person and thousands more by satellite.

The Forum highlight is the keynote address by IHI CEO Dr. Donald Berwick at 0800 hours Tuesday. Other plenary sessions follow on Tuesday through 1615 hours and Wednesday from 0800-1045 hours. Details about the sessions and speakers are available on the website www.ihl.org.

There is no charge for attendance but **REGISTRATION IS REQUIRED**. Questions? Contact Elizabeth Lambert, LAMBEE@mmc.org or 541-7533.

What's Happening? is published the third week of the month at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.