

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

AH! Asthma Health program & director recognized for successes

Victoria Rogers, MD, pediatrician at The Barbara Bush Children's Hospital (BBCH) at Maine Medical Center, and chair of the AH! (Asthma Health) Coalition, was recently awarded the first annual "Quality of Care Award" by the American Academy of Pediatrics' Steering Committee on Quality Improvement and Management. This prestigious honor was bestowed on Dr. Rogers at the annual meeting of the AAP in New Orleans for her vision and leadership in improving asthma care for children, and for her leadership in the AH! Program.

In 1998, concerned about patients who did not take their medications or keep appointments, rising rates of unnecessary hospitalizations, and wide variation in the ways that doctors cared for their asthma patients, Dr. Rogers and others set about improving asthma care in the BBCH Outpatient Clinic. They began educating health professionals, giving patients educational information and "action" plans, examining medical records, and creating and implementing changes in medical record documentation. After only 12 months, emergency room visits for children enrolled in the program declined 38%, and unnecessary hospitalizations declined 30%. The number of children who missed school because of asthma went from 75% to 44%.

ASTHMA, SEE PAGE 6

MMC Researcher Receives Nursing's Highest Honor

Alyce A. Schultz, RN, PhD, has been named a fellow of the American Academy of Nursing, one of the most prestigious honors in nursing recognition. Director of the Center for Nursing Research and Quality Outcomes at Maine Medical Center, she is the only nurse from Maine inducted into the Academy this year. Of 2 1/2 million nurses, only 1,542 have been selected in the Academy's 30 year history, a total of seven in Maine.

"Alyce has made outstanding contributions to the nursing profession locally and throughout the nation," says Marge Wiggins, RN, Vice President of Nursing at Maine Medical Center. "She has developed a clinical scholarship model for nursing at the bedside. Nurses here are now serving as mentors to others at MMC and to nurses

from around the country, through national presentations and by individuals contacting them for advice on how to implement research in their settings."

The American Academy of Nursing contributes to transformation of the healthcare system through nursing leadership. This leadership is grounded in a global perspective, enriched by diversity, and actualized through partnerships with other health care and consumer groups. One of the requirements for consideration of American Academy of Nursing membership is recognition by one's peers as having made significant contributions to nursing—over and above those expected in one's position of employment. Two academy fellows must sponsor each

HIGHEST HONOR, SEE PAGE 6

Holiday Reflections

Gather for MMC's annual holiday party!

Celebrate the season when you join your friends and co-workers for Holiday Reflections the week of December 8.

MMC's Brighton Campus will host its annual holiday party Tuesday, December 9, from 1330 to 1800 hours, and the Scarborough Campus will celebrate Thursday the 11th from 1400 to 1700 hours.

The Bramhall Campus starts the day on Wednesday the 10th with a morning

reception for third shift employees from 0530 to 0830 hours in Impressions Café. Staff will enjoy a delicious brunch and music of the season.

First and second shift employees and volunteers will attend an afternoon reception from 1330 to 1800 hours in the Dana Center, where they will enjoy a holiday buffet and music.

We look forward to reflecting with you this holiday season!

We are listening to our patients!

Over the last year, the Float Pool customer satisfaction team has collaborated with representatives from most hospital units to work on increasing MMC's AVATAR scores. AVATAR is a national database MMC uses to survey our patients.

Currently, we have over 466,000 item responses that can be accessed via MMC's Intranet (under the Quick Links heading, choose patient satisfaction survey). The need to address and improve upon our scores is crucial for two reasons. AVATAR scores will be made available to the public soon via the Internet. People will be able to compare and contrast all Maine hospitals and will also be able to see just how Maine hospitals are measuring up on the national database. MMC must also prove that we listen to our patients' concerns and address them in order to attain the prestige of a Magnet hospital.

"Our group calls this work the AVATAR research project," says Debbie Williams, RN, Float Pool, a member of the team. "We chose noise pollution as an area to implement change because patient responses indicated that this was a universal problem at MMC. At a meeting in March, unit representatives met to brainstorm ideas about how to create a more restful environment. After the meeting, the representatives were to take the ideas back to their units and choose a method of implementation that would meet the needs of their specific unit. Several units started implementing change immediately, but this project is a work in progress!"

Some examples of the changes: redirecting visitors to congregate in designated areas, placing staff pagers on vibrate, offering ear plugs to patients, reminding staff and visitors

to lower their voices, and redesigning parts of the pneumatic tube system to decrease noise levels. "Our group will meet again to discuss maintenance of the changes made to reduce to noise pollution and to assess any changes in the AVATAR scores," Williams says. "We hope to renew this group every six months with a new customer-identified problem; the next issue will be pain control."

If you would like to be involved in this exciting project, please contact your unit representative. "We need all the help we can get in order to make positive changes for our institution," Williams adds. "Together we can make a difference!"

UNIT REPRESENTATIVES:

Renee Shoemaker, RN	ACCU
Kathy Plourde, LPN	ACCU
Tracie Lowe, RN	P3CD
Jane Lafferty, CNA	P3CD
Caroline Greene, RN	SSU
Audra Gledhill, RN	SSU
Paulette Gallant, RN	R1
Carol Rumo, RN	R2
Kim Durost, RN	R2
Karol Call, RN	R3
Jackie Gogan, RN	R3
Tracey Hall, RN	R4
Brenda Verrill, CNA	R4
Kay Faulkner, RN	R4
Laurie Neal, NUS	R5
Roxanne Magee, RN	R5
Kim Kennedy, RN	R6
Marge Nickerson Smith, RN	R7
Merideth Beals, RN	SCU
Tammy Underwood, RN	SCU
AnnMarie Gray, RN	CRU
Mary Floyd, RN	PACU
Ann Bowman, RN	PACU
Kate Shevenell, RN	ER
Kate Wurgler, RN	ER
Josh Mains, CNA	ER
Roger Collard, RN	Endoscopy
Colleen Allen, RN	ASU
Kristi Leland, RN	L+D
Leslie Grimes-Fisher, RN	L+D
Kathleen Simmonds, RN	NICU

Bridget Burke, RN	BB
Louise Barton, RN	BB
Wanda Richards, CNA	Gibson
Sue Fowles, RN	Brighton
Tammy Hulst, RN	Brighton
Judy Howse, AHN	OPD
Pam Batchelor, RN	OPD
Martha Richardson, RN	OPD
Debbie Williams, RN	Float
Nina Hudson, RN	Float
Kim Gullikson, RN	Float
Valerie White, RN	Float
Lynn Harmon, RN	Float
Sean Riley, RN	Float

We Are MMC fairs go on the road

The "We Are MMC" Fair traveled to the Brighton and Scarborough campuses during October. This fair, which was held in the Bramhall Courtyard last June, showcases the activities of the teams that are taking action to improve the atmosphere of customer service throughout Maine Medical Center.

April Libby, Health Information Management (HIM), and her small, but dedicated team (Maria Morrow, HIM, Beth Crozier, Radiology, and Nancy Fortier, Patient and Family Services) contacted each of the We Are MMC teams, arranged for food and logistics at each site, and even provided prizes for the participants. Roughly 30% of the staff on each campus attended to learn about plans for the career center, recognition for customer service, customer service training, performance appraisals, recognition for long-term staff, and how to get involved in this work.

The success of these Fairs shows that even a small group of people can create an important event at MMC. Kudos to the planning team!

Health access is focus of new grant

CarePartners, a program that provides health care to uninsured adults in Kennebec and Lincoln counties and the Greater Portland region will be expanded as the result of a new grant from the US Department of Health and Human Services, Health Resources Services Administration.

MaineHealth, which administers the program on behalf of MaineGeneral Health, Miles Memorial and St. Andrews Hospitals, and Maine Medical Center, was awarded the \$205,000 grant, which will be used to expand the number of people who are served by the program.

CarePartners provides comprehensive primary care and specialty services, prescription drugs, and care management to eligible adults. The program is currently being expanded to include Androscoggin and Oxford Counties.

Reserve your window today!

MMC's Window Decorating Contest will be the kickoff of our annual holiday festivities. The painting takes place Wednesday, December 3, from 1600 - 1830 hours at both the Bramhall and Brighton Campuses.

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

For a window at the Bramhall Campus, contact Pam Craig in Human Resources at 871-6202; for a window at Brighton, call Linda Siddons in Nutrition Services at 879-8328. Windows are limited (4 at Brighton, 26 at Bramhall), so reserve yours soon!

New project to bolster end-of-life care gets its start at MMC

"...but what if no cure is possible and the end of life, as eventually it is for us all, is inevitable?...many people regret the time lost in inappropriate treatments aimed at an improbable cure when they have much to resolve in their relationships, as well as in their material affairs. A good death honors a whole life... It is important to be able to assist their journeys with both skill and compassion."

— Dr. Cicely Saunders, Founder of St. Christopher's Hospice, London

MMC recently began work on **Choices for End of Life Care (CELC)**, a collaborative project to increase the

number and timeliness of referrals to hospice care by facilitating communication about end-of-life planning among patients and healthcare providers.

Medical Care Development (MCD) received a grant from the Maine Health Access Foundation to develop the initiative. MCD is a private, not for profit organization working in partnership with provider organizations and others to plan and implement a variety of health programs in 12 countries. In addition to MMC, partners on Choices for End of Life

NEW PROJECT, SEE BACK PAGE

Another MMC "Shining Light"

"Shining Lights" is an employee team sharing heartwarming and inspirational examples of employees' commitment to providing not just the clinical care our patients expect, but the compassion and dignity they need.

The team would like to hear about experiences you have had or heard about. They seek those things that touch the life of a single person or that touch our community in special ways. Here is another example of MMC's Shining Lights! If you have a heartwarming story to share, please send it to Tracy Armitage at armitt@mmc.org. You can view all Shining Lights stories on the Intranet.

Recently, a Security Officer entered triage in the Emergency Department saying a "lady is having a baby outside!" I immediately ran to see what was going on. It was dark — the only light was the one on inside the car.

The mom and dad were calm; this was their second child.

Mom was reclined in the passenger seat and I reassured her that everything would be okay. In moments, she was crowning and then I saw the baby's head. All I could think was I hope I don't drop the baby! I tried to position my body so that the baby wouldn't hit the ground if it was very slippery. Meanwhile, another RN ran

to get the emergency delivery kit. The baby came out like a shot and... I caught it! After I suctioned her out, I placed her on her mother's chest and had Dad give me his shirt to cover the baby. I clamped her cord and we transported her to the Trauma Room to check everyone out.

The birth of this baby girl is the highlight of my career. I am so glad to be a part of her coming into this world! Maybe I'll transfer to Labor and Delivery?

— Kate Wurgler, RN
Emergency Department

If you have a heartwarming story to share, please send it to Tracy Armitage at armitt@mmc.org

Joyful and mindful holidays

As the end-of-year holidays approach, our priorities tend to shift. As we juggle our work, family, and personal lives, our health risks and stress can increase. Think about these issues and check the listed internet sites for help in surviving the holidays joyfully.

We hope that holidays will nourish our physical, spiritual, and community lives. Consider simplifying your celebrations and allowing more time for quiet, spiritual activities, or whatever gives you a sense of rest and well being. Consider taking family members or friends to an inspirational concert or play as a gift in place of purchasing more gifts. The music or play will be long remembered.

More than half of all Americans are overweight. Nourish your physical life during this season by eating and exercising mindfully. Stay as physically active as possible to maintain or achieve good health. See this web site for helpful information: <http://dukemednews.duke.edu/news/healthtip.php?id=1729>

Remember, we will enjoy the celebration even more if we don't feel guilty about it later!

Are you traveling this holiday? Be prepared for the unexpected. Check this web site for a good pre-travel checklist. http://www.dukehealth.org/news/healthbrief_nov02_4.asp

After-holiday bills may add undue stress to your New Year. Visit this web site for helpful tips for holiday shopping and credit tips. [http://www.consumersunion.org/finance/](http://www.consumersunion.org/finance/holiday2wc1198.htm)

[holiday2wc1198.htm](http://www.consumersunion.org/finance/holiday2wc1198.htm)

If holiday "distress" develops, call the MMC Employee Assistance Program, 1-877-524-2961. This is a benefit for MMC employees. You will speak with a counselor who will assist you confidentially and help you access care through local resources, if needed.

Make an opportunity to celebrate your life by taking part in an activity in your community. Going to a holiday fair at the elementary school, helping a local food pantry, giving a needed item for someone you don't know, or singing in a choir over the holidays are a few possible ways to enrich your experience of the holidays while adding to your community's life.

Wishing all a happy and safe holiday season,

— Employee Health

The Downeasters Chorus

presents...

A Holiday Concert

featuring

Soloist Judith James,
the Falmouth High School Chorus,
Back Bay Four, Congress Square,
and many more.

Monday, December 22, 1900 hours
First Parish Church
425 Congress Street, Portland

Admission is FREE

For the 2nd year, donations from this event
will benefit The Barbara Bush Children's
Hospital at Maine Medical Center



Learn about winter family fun!

WinterKids will visit MMC

Wednesday, December 10; 1130—1300 hours;
Ground Floor Bypass Corridor

Pick up a family fitness and fun guide and have some fun outdoors this winter!



SAVE THE DATE!

MAINE MEDICAL CENTER

presents

Ethics in End of Life Care & Pediatric Palliative Care

with

Joanne Wolfe, MD

& Boston Children's Hospital Pediatrics Palliative Care Team

and

Lachlan Forrow, MD, Director

Beth Israel Palliative Consult & Ethics Consult Services

Tuesday, January 13, 2004, MMC Dana Auditorium

Details to follow from the MMC Department of Family Practice
FMI: Laneay Yates, 842-7352 or yatesl@mmc.org



Employee Benefit News

On-Line Annual Enrollment for 2004

As of mid-November, one-third of the enrollments the Benefits Office has received have been from employees who have chosen to enroll on line! Congratulations and thank you to those employees who decided to try Lawson Self-Service!

The deadline is fast approaching for making changes to your 2004 benefit elections. Please enroll on line or return your benefit election form to the Benefits Office no later than the close of business on November 30, 2003.

Employees will receive 2004 benefit confirmation forms showing benefit elections which have been made for next year. Please review your form carefully, as no changes can be accepted past December 31, 2003.

Benefit Fair Winners

Here's who won raffles during the recent benefit fairs at all MMC campuses:

Lincoln Alliance Chair

Shane Froebe, *Cardiac Surgery*
Diane Bryant, *Clinic*

Medical Services Credit Union \$25 American Express G.C.

June Harkins, *Financial Svcs*
Debbie Dambrie, *Food Svcs*
Jim Sanuk, *Clinical Engineering*
Mary Ann Violette, *IS*
Shandra Vincent, *Medical Records*
Sue Doliner, *Development*
Liz Hawkes, *Nursing Floats*
Karen Roy, *OR*
Joanna Skolfield, *Rehab Medicine*
Heather Hynes, *Radiology Transcription*

Café Bucks

Elaine Enochs, *Anesthesia Care*
Tina Whipkey, *Staffing Office*
Laurie Babbidge, *ACCU*
Heather Hynes, *Radiology*
Doreen Day, *MMC OP*

Tshirt

Mary Doyle, *Food Svcs/ Brighton*

MMC Hat

Andrea Haskell-Varnum, *ED*
Willow Femmechild, *P6*

Massage

Elisa McPhee, *ADA Compliance*
Sheri Dirrigl, *Infection Control*
June Harkins, *Financial Svcs*

MMC Bag

Louise Kuusela, *OR*
Margaret Ralte, *Nursing*

Clock Set

Mike Harkins, *Engineering, Brighton*
Carol Jennings, *ASU Reception Brighton*

Key Set

Beth Carnicella, *ER*
Mary Johnson, *Inpatient Management*

Shoes

Pat Crosby, *Family Center*
Peggy Doliner, *Central Supply*
Heidi Brown, *OP Registration*
Karen Fox
Dolly Fisher, *Ped/ BBCH*

Scotia Prince Cruise

Ellen Churchill, *P3CD*
Celine Whitehead, *BBCH*

Kleen Master \$100. Gift Certificate

Teresa Smith, *Heart Cath Lab*

New Flexible Spending Account Administrator

A reminder that as of January 1, 2004, Combined Services LLC of Concord, NH, will replace Machigonne as MMC's Flexible Spending Account Administrator. In order to facilitate a smooth transition between administrators, please be sure to file any remaining reimbursement claims for medical or dependent care accounts so that they are received by Machigonne on or before December 26, 2003. Claims for calendar year 2003 received after December 26 will need to be resubmitted to Combined Services LLC.

In addition, if you are requesting a debit card, the application contained in your Combined Services packet will need to be mailed with an \$18.00 check directly to Combined Services. If you choose direct deposit for your reim-

bursements, you will also need to designate that on the form and return it to Combined Services directly.

New Employee Discounts

New area vendors just coming on board for the Employee Discount Program include:

First Horizon Home Loans, 21 Donald B. Dean Drive, South Portland, 756-6044. \$200 off closing costs. Call Mary Miller FMI.

Sebago Trading Post, 885 Roosevelt Trail, Windham, Maine, 772-2131. 10% discount on products/services - not to be combined with other sales or discounts.

Gorham Bike & Ski, 144 Congress Street, Portland, 773-1700. 5% discount on bikes and fitness equipment, 10% discount on accessories. Check their web site for weekly specials: www.gorhambike.com.

403(b) Retirement Plan

New employees may wish to schedule some time to attend the next 403(b) presentation/information session in Dana Classroom 4 to review plan fund options, details of how the plan works, etc. on December 12; 0800-0900 hours. In addition, a Lincoln Representative is always available the third Wednesday of each month in the main corridor by the cafeteria. Feel free to stop by and talk about your investments or have your questions answered by the Lincoln Rep on December 17.

MMC Pension Plan

2003 Summary Annual Reports on the Maine Medical Center Pension Plan will be distributed shortly. The "SAR" is a required disclosure under ERISA and is sent to all active, terminated, vested, and retired participants. The report is a summary of financial and participant activity of the plan during the last plan year. Any questions should be referred to the Employee Benefits Office, 871-2310.

ASTHMA, FROM PAGE 1

BBCH became one of three pilot sites for the AH! Program, a partnership of the American Lung Association of Maine, BlueCross BlueShield of Maine, and MaineHealth convened to evaluate and improve care for children with asthma. Along with pediatricians, subspecialists, family practitioners, and internists, Dr. Rogers worked to champion the program at BBCH. Under her direction, the asthma program at BBCH hired an asthma nurse educator, and used outcomes data to improve the program. Physicians, residents, nurses, and respiratory therapists in emergency and inpatient departments, outpatient clinics, and private provider practices receive information. Outreach extends to pharmacists, school nurses, and daycare providers. The BBCH program has since become the model for statewide dissemination of the AH! Asthma Health model of care.

AH! Program data show that, with more than 400 children treated since 1998, there is a 30% decrease in hospitalization, 38% fewer emergency department visits, 45% fewer school absences, and 25% lower work absenteeism for parents. The AH! Program earned the 2002 Maine Public Health Association Program Recognition Award and was the foundation for a Robert Wood Johnson grant to improve chronic care education to medical residents.

Also this fall, the MaineHealth AH! Asthma Health Program received the American Lung Association of Maine 2003 Patient Advocacy Award. This award recognizes leadership in the pursuit of a better life for individuals with lung disease.

Learn about jobs
available at MMC
www.mmc.org

HIGHEST HONOR, FROM PAGE 1

nominee for membership. Approximately 50% of the nominees are selected annually.

Earlier this month, Dr. Schultz was also elected to the Board of Directors of Sigma Theta Tau International, the Honor Society of Nursing. Sigma Theta Tau International provides leadership and scholarship in practice, education, and research to enhance the health of all people. Membership in the Honor Society is by invitation and represents 120,000 active nurse leaders in 90 countries worldwide.

Dr. Schultz came to Maine 10 years ago to develop a new program of nursing research at Maine Medical Center. In this role, she mentors and supports many direct care providers in the generation and application of nursing science and in the dissemination of their research at local, regional, national, and international research conferences. She is an adjunct professor at the University of Southern

Maine, and a Magnet Recognition Program appraiser for the American Nurses Credentialing Center. Dr. Schultz received her doctorate in nursing from Oregon Health and Sciences University.

Dr. Schultz has published extensively and has been recognized for her research by professional organizations including Sigma Theta Tau International, the National Association of Neonatal Nurses, the Emergency Nurses Association, the Academy of Medical-Surgical Nurses, and the Association of periOperative Registered Nurses.

**Don't know who to call?
Just one number
does it all!
871-6400**



Scrub Sale to benefit
The Barbara Bush Children's Hospital
at Maine Medical Center
MMC Bramhall Campus
December 3-5
Starting Wednesday at 0600 hours and
running non-stop until Friday at 1800 hours.
MMC Brighton Campus
December 5, 0600 hours - 1800 hours

Purchase your scrubs online to benefit The Barbara Bush Children's Hospital. Simply visit www.mmc.org/development/bbch_cm.html and follow the links to online scrub sales!

Many styles of scrubs in 20 different prints and 20 different colors. Clogs by Dansko, Merrell, Calzuros, Nursemates, K-320, New Balance and others. Also, stethoscopes, scissors, Nike brand products, Timberland backpacks and more.

For more information, contact Tammy Murray at murrata@mmc.org or call 871-2101. For Para Flex customer support, please contact them directly at 1-800-867-3662.

Marketplace

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

Westbrook: Full dormer Cape. 3 BR, 2 BA, hdwd, tile, garage, new deck. .7 acre. 5 miles to MMC. \$274,900. Call 856-2193.

Cumberland farmhouse. 3BR, 1BA, K, DR, LR w/ woodstove. All systems updated, restored barn on 1.8 acres. \$239,900. Call 772-2252.

Condo: Lg 1 BR. Laundry, pool, elev. AC. Near shopping and country club. \$87,000. Call 878-9449.

Windham: Very nice 3 BR, open concept split foyer. Hdwd floors, appliances, decks, 1.5 BA. Finished daylight basement, garage. 3 YO, 1+ acres. \$199,000. Call 829-5484.

1990 Ford Taurus: 120,000 mi, new sticker, new tires, a/c, power locks, windows & seats. \$650. Call 807-7499 or 874-0361.

Nearly new 2003 Audi A4 wagon, silver. 2,500 miles. AWD. Exc cond. \$30,500. Call 799-5071.

1996 Subaru Legacy Outback wagon, 4D, navy. AWD. 82K mi. \$6,000. Call 799-5071.

1997 Jeep Wrangler. 4 cyl, 5 spd, dark blue, gray soft top. Sliding windows, roof rack, CD. Hi miles. Looks, runs great. \$5,000 OBO. Call 767-1773.

1991 Ford Explorer- Eddie Bauer. 4WD/tow bar/sunroof. One owner, all service records. 141K mi, well cared for. Call 799-0131.

1995 Toyota Celica ST Sport Coupe. Auto, A/C, cass/CD, 173K mi, exc cond. \$4,700 Call 283-4878.

1999 Nissan Pathfinder SE, VC 3.3 Liter, 5 spd, 4WD, 122K mi, AC, PW/PL, cruise, AM/FM stereo with CD/cass, black. Asking \$7,995. Call 839-8313.

1997 VW Jetta. Black, 5-sp, auto lock, alarm. Well maintained. 92K mi. \$6,200 or BO. Call 749-5489.

1996 Ford Explorer: green, 68,000 mi. Trailer hitch, phone. One owner, new tires. Blue Book \$6,500. Call 767-3219.

1994 Ford Aspire w/45,000 mi. 5 spd, one owner. Asking \$2,500 or BO. Call 727-4089 or 871-4758.

2000 Ford Focus, 4dr, 55K, auto, great cond. \$5,500 or BO. tillohdh@mmc.org or 871-2263.

Bauhaus 88" casual sofa, loose back, rolled arms, greenish-brown hues. Very nice condition, 1 1/2 years old. Paid \$900, asking \$500. Call 761-9264.

4 fancy oak chairs, unfinished, unused, \$95. Round table and chairs for deck/porch, \$35. Baker's rack, new cond, \$65. Wooden bar, \$90. Call 885-5862.

B & W English Speakers; orig cost \$2,000. Asking \$800. 36" x 14" x 10". Like new. Call 629-9027.

Mahogany china closet, 45" x 72". Exc reproduction, dove-tailed drawers, etc. Call 846-4489.

4 P225-75 R15 M&S radial tires, 6 lug steel wheels, \$160 or BO. Call 829-4148.

Yamaha PSR-210, 62 key pressure sensitive keyboard, AC adaptor, stand, stool and plug to connect sustain pedal. Light use. \$120 or BO. Call 829-4148.

Brother MFC-7000 4 in 1 printer, fax, phone and scanner; used under 1 year; needs print head; designed for heavy use; \$100 or BO. Call 871-2054 or 829-4148.

4 mounted Saab snow tires, 185/65 R15. Rims w/4 lugnut holes, \$100/all 4. 2 unmounted snow tires, 185/70 R14, studded, \$25/pair. 2 unmounted snow tires, 165 SR15, \$25/pair. Call 773-9632 or healdd@mmc.org

Unfinished bunkbeds from Mill Store. Asking \$125. Call 871-6202.

New GE 24.9 CleanSteel fridge, Mod #GSL25JFPBS. Still wrapped. 69" x 33 9/16" x 35". Ice & water on door. Retail: \$1,199, selling for \$800. Call 892-8961.

RCA washer, \$50; Whirlpool dryer, \$25. Call 727-1918.

California King waterbed frame, dark pine w/bookshelf headboard. Exc cond. \$100 or BO. Call 799-0866.

Air Ciser exercise bike. \$50. Call 781-4775.

2 Simmons cribs w/mattresses (2 YO) in great cond, \$100 each. Call 854-9363.

2 F boxer puppies, 14 weeks old, 1 brindle, 1 fawn. All shots, AKC registered. Great temperments w/children & other animals. Price negot, parents on site. Call 443-5081 or email barnek@mmc.org

HearthMate woodstove, \$300. Call 892-3892.

2 pair XC Trac waxless skis, Salomon SNS profit bindings. Size 210 and 190. 2 pair Karhu XC boots, size 39 and 42. Top-Tote ski rack. Skis, \$125/pair. Boots, \$40/pair. Rack, \$40. Call 775-1284.

American Indian squash blossom turquoise necklace. \$750 or BO. Call 773-9669.

Great for sunroom, porch, deck: Round white table, 2 ice cream parlor chairs. Good cond, cushioned seats. \$35. Call 885-5862.

2 YO computer w/HP photo printer, CD burner, 19" monitor. Asking \$600. Call 332-9945.

FOR RENT

2 rms w/BA, K privs, elec, heat, water, W/D, pkg. NS/NP. Near USM. \$500/mo or \$400 for 1 sm BR. Call 772-7138.

1 BR furn studio. Heat, lights, cable incl. Pkg. NS, NP. Prof. preferred. \$600/mo. w/\$300 dep. Call 846-6369.

Ptld, USM area. 1 BR, 2nd fl, avail 1/1/04. \$700/mo incl pkg, heat, HW & appliances. Priv porch, NP/NS, sec dep. Call 773-8218.

Hicks St, Ptld. 2 BR duplex, owner occupied. 1.5 BA, W/D, pkg. NP/NS, \$1,100/mo + utils. Call 797-0375.

Falmouth, furn 1 BR waterfront apt. Casco Bay views. 10 min from Ptld. \$850/mo, NS/NP. Call 781-2825.

2 BR condo overlooking Androscoggin River and mtns. Ski, hike, outdoor heated pool, Jacuzzi, laundry. 5 mi to Sunday River. Call 767-4622.

West End apt. Pkg, 2 BR, 1 BA, office, LR, DR, K, basement, NS/NP, \$900/mo. + utils. Bus line, near hospital, landlord on premises. Avail 12/16. Call 773-9632 or healdd@mmc.org

Ptld: 2 BR townhouse apt. Near MMC and Brighton Campus. Spacious, new K & 1.5 BA. W/D, 2 porches, exc storage. \$1,075/mo heat & hot water incl. Call 772-1733.

Room, Willard Beach, SPtld: furn, pkg. \$360/mo + sec dep. Refs req. Call 939-8576.

Spacious 2 BR, hdwd, screened porch, yard, walk to Mercy/MMC, all utils incl \$950/mo. Avail. now. Call 828-0489.

3 BR, 2 BA, townhouse, West End. Pets OK. Pkg. \$875/mo + utils. Call 767-3121.

2 BR, pkg, pets OK, 1 block to beach. \$625/mo + utils. Call 767-3121.

1 BR, newly refinished. Quiet SPtld area, bus line to Mall & MMC. Priv deck & yard. \$650/mo. incl. heat & pkg. \$600 sec dep. NP. Avail 12/1. Call 797-6434 eves or 854-6336 days.

West End, 18 Lewis St. Lg 2 BR, 2nd & 3rd fl. Walk to MMC. Fplc, laundry, pkg; NS, heat incl. \$1,175/mo; avail. 1/1. Call 671-5342.

Walk to work, 1 BR apt on 3rd fl w/view, \$650/mo incl heat & hot water, NP. Call 793-9615.

1750 SF, 2 BR apt, E Prom. Ocean views, hdwd, deck, renovated, furn for \$2,000/mo or unfurn for \$1,500/mo + utils. Avail 1/1. Call 772-5455.

Furn bungalow, ocean views; Falmouth. Avail mid-Jan—mid-March '04; \$1,700/mo incl heat, cable, elec, etc. NS; pets negot; refs. Call 781-7755 or sarledge@aol.com

Westbrook, renovated 2 family. 2nd fl, 2 BR, hdwd, garage. W/D hookup, lg priv yard, NS/NP, heat & hot water incl. \$900/mo. Avail now. Call 767-4622 or sdubois@maine.rr.com

4 BR apt. Cape Eliz. Lg equestrian estate on ocean, priv beach. Rent incl plowing, heat, elec, water. \$1,400/mo/sec dep & refs. NS, no dogs. Cats OK. Call 767-1709.

Ptld: Walton St. 2 BR, deck, storage, maintenance, pkg, coin W/D, heat. \$850/mo + dep. Call 839-4844 or 749-4291.

The deadline for the next newsletter is the first Wednesday of the month. To submit an item, sent it by interoffice mail to the Public Information Department, by e-mail to davolm@mmc.org, or by fax to 871-4094.

Look for Marketplace on the Intranet under Quick Links.

N Deering, Ptld. Avail 1/1/04. 2 BR, 1 BA home. Nice, quiet neighborhood, 4 miles from downtown. Double lot with niceyard, garage, hdwd floors, new windows, new paint inside and out. \$1,250/mo + utils NP/NS. Call 878-2258.

S Ptld. Near library, shopping, bus line. NP. \$500/mo + utils. Call 799-9750.

2 BR house, renovated, Cumberland Center. Near schools; yard. Oil HW heat. Incl appliances. Pets OK. \$1,000/mo. Call 831-4089.

3BR w/screened porch! Quiet building, family street near schools, Woodfords area. Hdwd, garage, storage. Avail now. \$950 + utils. Sec dep. Call 780-4602.

Condo/apt, Ptld, USM area, 76 Fessenden St. Beautiful 2 BR, 1 BA, hdwd, cherry K, new appliances, pkg, laundry, renovated! \$1200/mo, lease, sec dep, NS/NP. Call 229-6991.

Biddeford: 2nd fl, 2 BR apt. Renovated, pkg, W/D hookup, appliances and heat incl. NS/NP. \$725/mo. Call 283-9286.

Ptld. Near law school. 1 BR. Renovated. Quiet bldg. Pkg, yard, NP. \$725/mo incl heat. Call 838-4728.

S Ptld. Breakwater, 1 BR, balcony, new carpet, 24-hr security, \$700/mo. Call 650-0792.

Westbrook family neighborhood. 2/3 BR, 2 BA, garage. Hdwd, basement, W/D incl. Wooded yard. \$1,300/mo + heat (FHW oil) + utils. NP/NS. Call 428-4060 or 233-3725 or fossilfin@yahoo.com

Falmouth: 2 BR Cape. Oil heat, garage, yard, quiet street. Close to shopping, highways and town landing, exc schools. \$1,000/mo + utils. Call 781-3270.

ROOMMATES

Avail 12/1, lg apt. 2 BR, hdwd, storage, W/D, pkg. Hersey St, 5 min to MMC. \$425/mo + _ utils. Call 318-3607 or durwardferland@hotmail.com

Quiet, clean prof to share condo. 20 min to MMC. NS, W/D. \$400/mo + _ utils. Avail now. Call 232-7199.

F seeks roommate. 2 BR, 1st fl, basement, Back Bay, yard, pkg. \$425/mo +. Call 879-7302.

Ptld: Need a place 3-4 nights a week? Condo to share w/prof. F. 2 BR, 1.5 BA, W/D, furn, great location. Call 773-1680.

N/S F to share 2 BR apt, Westbrook. \$400/mo. incl. utils, cable, RoadRunner, phone, pkg, laundry. Call 854-0536.

SERVICES

Licensed home daycare. 15 years exp. West End. Impeccable refs. Full-time openings for toddlers 18 months and up. Call 774-3365.

Typing & services at reasonable rates. Resumes, books, newsletters, flyers. English tutoring & Notary Public services. Call 773-1146 or meregan@maine.rr.com

Personal shopping service. Call 761-0982.

Exp prof pianist avail for weddings, parties, etc. Call 892-1361.

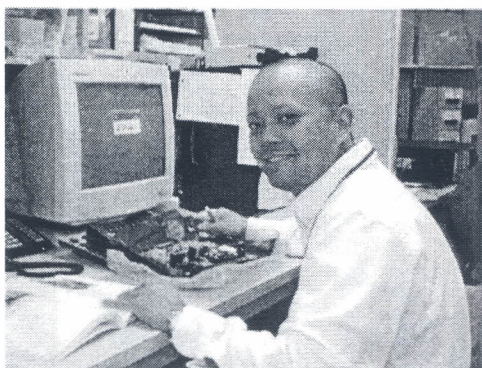
WANTED

Licensed massage therapist to share office: Mon, Tue, 1/2 Wed and Sat. Pleasant lg office in building w/other therapists. Reasonable rent incl light & heat. Call 865-1667.

What's Happening?

at Maine Medical Center

- All month** Healthviews. Cable Channel 4, Thurs., 1400 & 2000 hrs; Fri., 0200 & 0800 hrs.
- Dec. 3** Window decorating.
See p.3
- Dec. 3-5** Scrub Sale, Bramhall & Brighton campuses.
See p.6
- Dec. 9** Holiday reception, Brighton campus.
See p.1
- Dec. 10** Holiday receptions, Bramhall campus.
See p.1
- Dec. 11** Holiday reception, Scarborough campus.
See p.1
- Dec. 15** American Red Cross blood drive, Dana Center.
- Dec. 22** A Holiday Concert, First Parish Church.
See p.4
- Jan. 13** Ethics in End of Life Care & Pediatric Palliative Care.
See p.4



Dan Nguyen, Desktop Support Services, recently left MMC after 20 years of service. As the "Rounds Tech" on 2nd shift, he found creative ways to solve problems. He will be missed by many, perhaps most by the clinical community he served. AV photo.

The MaineHealth® Family

NEW PROJECT, FROM PAGE 3

Care include Maine Hospice Council, Hospice of Maine, Community Health Services, and Hospice of Southern Maine. The project has received strong support from the MMC Medical Executive Committee and hospital administration.

Hospice care is an overall approach to the medical care of patients with life-limiting illness focusing on pain and symptom management. A form of palliative care, hospice care emphasizes physical, emotional, and spiritual comfort for patients and families during the final stages of dying. Hospice care represents the completion of good medical care for patients as they face end-of-life issues and is available to patients during their last year of life.

The need for such an initiative is particularly resonant in Maine, where, despite advances in public policy, community awareness, and reports of patient preference for dying at home (rather than in a hospital setting), hospice service use is very low. Maine has the second worst utilization rate for hospice care in the US, and utilization is lower in southern Maine than it is in other parts of the state.

To improve this situation, project partners will work with MMC staff to develop criteria that will be used to define the target population and to delineate a process that enables all members of the healthcare team to work together to ensure that all appropriate end-of-life discussions occur. Through educational initiatives and piloting an assortment of decision aids, project partners will assist MMC staff in recognizing patients who may be potential candidates for hospice care and help to alleviate discomfort in broaching the subject of end-of-life care with patients and their families. The group hopes that this work will result

not only in increased hospice utilization, but also in improved provider and community understanding of the value of hospice care and quality end-of-life care planning.

The CELC project is in keeping with MMC's commitment to emphasizing quality and improving end-of-life care. The hospital's large size and range of specialty care units will allow CELC to reach a large number of patients and families. MMC's leadership role in Maine healthcare provides the opportunity to develop and test a 'model' program. There are several recent and current projects at MMC that address a range of services that fall within the umbrella of palliative care, such as the Butterfly Room on P3CD. Choices for End of Life Care builds on the previous work and will augment the beneficial impact of other initiatives.

The planning process for the initiative began in September and will continue into January 2004. CELC plans to launch a pilot program this winter for patients hospitalized at MMC. If the pilot program is successful, it will be expanded to a larger population of MMC patients and hope-fully to other facilities across the state.

The *Leadership Group* for the project is chaired by Katherine Pope, MD. MMC staff directly involved in the project include Paula Banks, LSW, Frank Chessa, Donna Clews, RN, PhD, CPNP, Kim Dickinson, Edette Flaker, LMSW, Mary Jackson, LCSW, Dawn Klem, RN, and Kris Schwartz, RN. Physician advisors include: Peter Bates, MD, Joe Dreher, MD, Tom Ervin, MD, Jabbar Fazeli, MD, Craig Hurwitz, MD, Mike Jones, MD, Tom Keating, MD, Stan Russin, MD, and others to be announced. For more information about CELC, contact Kristin King of MCD, 622-7566 x223 or email KKing@mcd.org.

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.