

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

MMC again on list of Top 100 Cardiovascular Hospitals

Maine Medical Center has been named one of the Top 100 U.S. Cardiovascular Hospitals 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 (formerly HCIA) recently published its 2001 report listing the 100 best-performing cardiovascular hospitals.

Solucient reported that the Top 100 hospitals have mortality and complication rates up to 27% lower than other hospitals. The rankings were based on mortality and complications indexes, the

number of procedures performed, costs, and length of stay. MMC was the only Maine hospital and one of only six New England hospitals named to the list.

Other New England hospitals named were St. Elizabeth's Medical Center and Massachusetts General Hospital in Boston, Lahey Clinic Hospital in Burlington, Massachusetts, Dartmouth-Hitchcock Medical Center in Lebanon, New Hampshire, and St. Vincent's Medical Center in Bridgeport, Connecticut.

The study found that if peer
TOP 100, SEE P.4

Leonard named vice president of operations

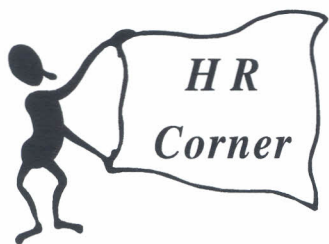
Miriam A. Leonard has been named a Vice President of Operations at Maine Medical Center. In this new role, she will assume senior management responsibility for a number of operational departments, as well as for a significant number of clinical services as Clinical Services Coordinator.

Leonard's departmental areas of responsibility include Radiation Therapy, Oncology, the Breast Care Center, Pharmacy, Materials Management, Rehabilitative Services, Vocational Services, Respiratory Therapy, EEG Lab, Outpatient IV Therapy, and The Maine Sleep Center. She will provide Clinical Service Coordination for the departments of Critical Care, Emergency, Medicine, Oncology, Outpatient Clinics, OB/GYN,

LEONARD, SEE P.6



Why were these physicians gathered together? Find out on page 5. Back row, from left: Michael Roy, Peter Bates, Sumner Moulton, Daniel Bryant, David Adams; second row: Robert Hillman, William Taylor, Philip Thompson, Timothy Carnes, Joseph Edgar, George Geyerhahn; front row, Ritchie Kahn, Louis Bove, Laban Leiter, Donald Leeber, Robert Summers, James Hallee, and Merle Bacastow. AV Photo.



Employee Referral Program is a Winner

The Employee Referral Program Winter Campaign proved to be another success with 115 eligible referrals submitted by employees. Of those, 38 were hired for full- or part-time positions.

Carol Parisien of Nursing Systems and Information was the lucky winner of the winter campaign drawing. Carol has won \$300 in American Express Gift Certificates. As a reminder, for every eligible applicant an employee refers, the employee's name will be entered in a quarterly prize drawing.

The spring campaign has ended effective June 30. Keep those referrals coming in throughout the summer!

We remind you about an enhancement to the Employee Referral Program called Hot Jobs. What is Hot Jobs? The Hot Jobs program is designed for difficult-to-fill positions throughout the hospital. A vacancy is considered a Hot Job based on specific criteria. Hot Jobs will be listed for 30 days at a time on all job postings. If an eligible referral is made during the time a position is posted as a Hot Job, and the referral is hired for the Hot Job position, the referral bonus will be as follows:

A full-time referral bonus of \$1,000.00 will be paid in two increments: \$500.00 at the start date and the remaining \$500.00 after the successful completion of the six month probationary period. *Troy Fiddler*

A part-time referral bonus of

\$500.00 will be paid in two increments, \$250.00 at the start date and the remaining \$250.00 after the successful completion of the six month probationary period.

Here is the Referral Submission Process description to remind you of who are eligible

It is very important to fill out the referral form completely and accurately. Failure to do so may impact bonus payment if an eligible referral is hired. For full eligibility details, refer to the Employee Referral Policy available in Human Resources.

Again, your continued sup-



employees and referrals.

Employees eligible to make referrals are regular, probationary, full- or part-time, or per diem employees of MMC or MaineHealth, with exceptions listed in the established policy.

An eligible referral is made when a referring employee submits a thoroughly completed Employee Referral Form to the Recruitment Office for an approved open position(s). An important change to the policy is that ex-employees are now eligible to be referred as long as they haven't worked for MMC for the past three years.

Angie Adams, Human Resources, left, presents Carol Parisien, Nursing Systems & Information, with the Employee Referral Program winter campaign drawing prize. You could be a winner too! AV Photo.

port is appreciated. Our best resources come from our own employees. We have just ended a successful spring campaign and look forward to heating up the referrals in the summer months ahead.

For additional information about this program, please contact the Recruitment Department at 871-3842. You can also find information on the Intranet under Human Resources.

NIH honors Lambrew

Costas T. Lambrew, MD, Director of Cardiology and Professor of Medicine, University of Vermont, has been recognized for outstanding leadership and contributions to the National Heart Attack Alert Program by the National Heart, Lung, and Blood Institute of the National Institutes of Health.

The goal of the National Heart Attack Alert Program is to improve recognition by the public of the symptoms of a heart attack, and to encourage them to seek immediate care by calling 911. The earlier a clogged artery supplying blood to the heart muscle is reopened by a drug or by mechanical means, the lower the chance of death or subsequent disability from injured heart muscle.

While delays on the part of the patient continue to be an average of about two hours after symptoms begin, delays in initiating treatment in emergency departments that would open the artery have fallen from an average of 90 minutes to 34 minutes.

Dr. Lambrew, a nationally recognized expert in the treatment of patients with heart attack, co-chaired a group of physicians and nurses that recommended that the emergency department identification and treatment of the heart attack patient with drug to open the artery occur within 30 minutes after arrival of the patient. The report of the "60 Minutes to Treatment Working Group" focused physicians and nurses on changes in how patients are processed that would result in earlier treatment. Cutting out

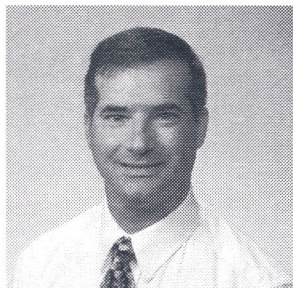
LAMBREW, SEE P.6

Environmental Services director named

Charlie Papa has been appointed Director of Environmental Services, Laundry and Linen Services, and Parking and Security. Papa comes to MMC from Baptist Medical Center, a 600-bed hospital in Jacksonville, Florida. There he was responsible for Environmental, Laundry, and Linen Services. His prior experience includes budget setting, fiscal responsibility, and the growth and development of his managers.

Papa believes that good customer service is of paramount importance; that means that employees and customers both need to feel their needs are being met in a respectful manner.

"I am extremely pleased that Charlie has joined us at Maine Medical Center" says Vice President of Operations Michael Ryan. "He has broad professional experience in Environmental Services and is very focused on customer service, both internally



and externally. He has expressed an enthusiastic interest in meeting with staff and managers throughout the Medical Center, and is working with them and Environmental, Laundry and Linen, and Security Services staff to meet their needs."

Papa's professional philosophy is "Take care of your employees and they will take care of the customer". He believes that, in a respectful atmosphere, people can work together to create a clean, safe working environment.

Papa and his family have returned to Maine after a decade "away", for both personal and professional reasons. He was raised in Maine and has family connections here. He worked formerly for New England Rehabilitation Hospital, now a joint venture of MMC and HealthSouth and located at MMC's Brighton Campus. He looks forward to the professional challenges MMC can offer.

**For a listing of
MaineHealth classes,
call 781-1730.**

Stationery donations appreciated

The Friends of Maine Medical Center welcome donations of stationery, notecards, and all occasion cards for patient use.

Donations may be left at the Volunteer Office.

*Find your name and
win a prize!*

**Look for your name in every
issue of**

***What's Happening*
and call 871-2196**

if you find it.

**You'll win a gift certificate to
the Coffee Shop, Flower Box,
or Impressions Cafe!**

Two winners in every issue!

*In celebration of Nurses' Week and
in appreciation of the profession of nursing,
the Maine Children's Cancer Program
brings you an educational seminar*

Caring for Children with Cancer

presented by

Joetta DeSwarte Wallace, RN, MSN, CPON

Monday, August 20, 0830-1630 hours

Dana Center Auditorium

Joetta DeSwarte Wallace is a Clinical Nurse Specialist in Pediatric Oncology and Hematology at Long Beach Memorial Medical Center in Long Beach, California. She has more than 25 years of field experience in pediatric oncology, has been published extensively, and has been a guest lecturer at locations around the world.

For more information, call the Maine Children's Cancer Program, 885-7565.

TOP 100, FROM P.1

hospitals that did not make the list were to achieve the success levels of the top hospitals, operative deaths would drop 23%, post-operative mortality rates would drop 30%, and the average cost per cardiology case would go down by more than \$2,000.

"Maine Medical Center has achieved these quality outcomes by building a team focused on excellence," says Vincent S. Conti, President and Chief Executive Officer of Maine Medical Center. "The Maine Heart Center at Maine Medical Center is concerned with the total team approach to cardiovascular care and is committed to continuous improvement. As this year's Top 100 study shows, the number of procedures a hospital performs is critical to good results, but it is not enough. It takes a dedication to excellence throughout the team, and depends on their experience working together.

"This is not an easy list to make," Conti says, "because at this level of performance the difference is decided by relatively small variations in one or more of the many variables. We were not on the list last year, for instance, but we were the year before. To be in such company as this for two years out of three is a solid indication of the quality of our program. We congratulate the members of our team on their achievement."

MMC is the premier heart care center in Maine, providing a comprehensive range of services to treat heart disease and prevent its recurrence. The hospital and the physicians who practice here have dedicated themselves to constantly improving care, developing a continuum of services in the community, and taking part in pioneering heart research.

At your request...

The BBCH Scrub Sale is back for it's second time!! As requested by a number of employees, the sale will return to the second floor bypass corridor at the Bramhall Campus on July 25 starting at 0700 hours and running straight through to 1900 hours on Thursday, July 26. On Friday, July 27, the sale will return to the Brighton Campus from 0600-1800 hours.

Featured items include scrubs in a number of colors and styles, clogs, stethoscopes, safety glasses, scissors, lab coats, and much more. What to see something special? Email Sean at sean@paraflexmed.com with your suggestions. Remember, payroll deduction is available, and 20% of all sales benefit The Barbara Bush Children's Hospital at Maine Medical Center.

About People

- At the Maine Hospital Association's 11th Annual Professional Societies Recognition Luncheon, several MMC staff were honored. **Ellen Moscinski, LCSW**, Director of Social Work, was awarded the 2000 Social Work Leader of the Year Award by the Society for Social Work Leadership in Health Care, Maine Chapter. **Gwen Rogers, RN, CIC**, and **Sheridan Dirrigl, RN, CIC**, Infection Control, received Outstanding Service Awards from the Association for Infection Control and Epidemiology, Pine Tree Chapter.
- The Association for Surgical Education recognized **Virginia Eddy, MD**, as a 2001 recipient of the ASE Outstanding Teacher Award.
- "History of Surgery in Maine", written by **Walter B. Goldfarb, MD**, has been published in the *Archives of Surgery*, Vol.136.

Celebrating an art and a science

Health Information Services celebrated National Medical Transcription week May 20-26. This year's theme was "*Medical Transcription - The Clear Alternative.*" Nationwide, as healthcare organizations focus on a move away from handwritten documentation, the art and science of medical transcription is gaining recognition as a growing industry.

Although speech recognition will have an impact on the documentation processes at some levels, the need for valued, well-educated medical transcriptionists and editors will always be strong. If you haven't thanked your transcriptionist lately, please take a moment to offer your support of their profession. It is just one of the many supporting roles to quality patient care.



Celebrating a special week: Front, from left: Jeannette Ramey, Rachel Pickus, Jefferson Howe, Pamela Pinto. Second row: Eleanor Sapko; Stacy Dean; Barbara Parker; Cathy Scotto. Back: Juanita Briggs; Pat Buckley; Cheryl Goodrich; Sheila Nichols, Radiology Transcription; Donna Moore, SMTTC Transcription Program intern. All pictured in the photo are from the Health Information Management Transcription Area, unless otherwise noted. Health Information Services Photo.

Anecdotes from the Archives

Did you know that in 1885 a surgical amphitheater was constructed near the east wing of the Maine General Building? A ramp connected the two buildings near the location of the present Chapel.

The amphitheater could seat 220 people, with 35 feet from

the floor to the ceiling. Space was allotted for orderlies' rooms, nurses' dormitories, an outpatient clinic, a classroom, an anesthetizing room, a mortuary room, and storerooms.

--MMC Library
Archives Section

Group forms alumni association

The first annual meeting of the Alumni Association of the Department of Medicine at MMC was held in the Dana Center on June 1. The featured speaker was Ritchie Kahn, MD, (Class of 1972), whose topic was "Doctors and Dictionaries". Chief of Medicine Peter Bates, MD, reviewed new developments in the department and gave an overview of the residency program and EJ Lovett, III, PhD, reported on the evolution of the MMC Research Division with its various projects and the newly dedicated building.

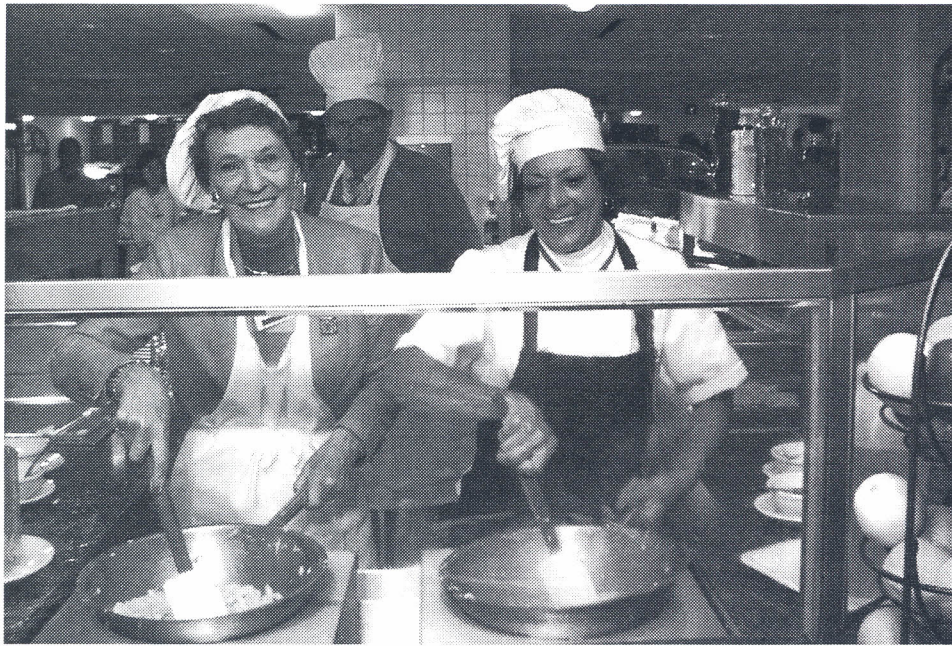
The group elected an alumni council, which will serve to coordinate and plan subsequent meetings. The council consists of Michael Roy, President; Joel Botler, President-Elect; Winton Briggs, Secretary; Louis Bove, Patricia Stogsdill, and Jacquelyn Hedlund, Members-at-Large; and Philip Thompson, Jr., Retiree Representative. Ex-officio members are Dr. Bates and Dr. Gannon.

A photo of the group appears on page one.

MENTORING: Touching the Future

Become an MMC mentor to a Portland High School student.

To learn more, contact Elisa Chadwick at 871-2088 or email chadwe@mail.mmc.org.



Bettsanne and Herbert Holmes donned chef's hats for a recent stint as celebrity cooks in Impressions Cafe with Kay Pellechia, First Cook, Nutrition Services. They served up chicken with rosemary, asparagus and penne pasta. Mrs. Holmes has been an MMC Trustee since 1967. AV Photo.

What would you do with \$10,000?

Win For Kids

The \$10,000 Miracle Raffle

**For \$100 you can purchase a ticket that gives you
an opportunity to win**

AND

**directly help the children and families cared for at
The Barbara Bush Children's Hospital at Maine Medical Center**

It's a win-win opportunity!

Buy a ticket yourself or with a group of friends!

Only 250 tickets will be sold!

**Drawing will be held at the
Maury Povich Open Golf Tournament Reception
Sunday, August 5, at the Falmouth Country Club**

***To purchase tickets, contact the Development Office at
The Barbara Bush Children's Hospital, 871-2101. Tickets will be sold as
orders are received. If purchased as a group, choose a contact person who
will be notified if your group wins.***

LAMBREW, FROM P.3

one hour of delay results in the saving of ten lives per 1,000 patients.

The eventual goal is to reduce patient delay, and begin lifesaving treatment within one hour of when the patient first develops symptoms.

Medical Services Federal Credit Union Information Tables

***Bramhall Campus
Ground Floor Bypass
July 19, 1000-1500 hours***

***Brighton Campus
Cafeteria
July 24, 1000-1500 hours***

***Bramhall Campus
Impressions Cafe
July 26, 1500-2100 hours***

LEONARD, FROM P. 1

and Pediatrics.

Leonard joined MMC as Administrative Director for Oncology Services in 1993. In 1995 she assumed operating responsibility for Radiation Therapy and Cancer Registry as well. She was named Associate Vice President for Operations and Clinical Services Coordinator in 1998. Her new position is an expansion of this former role.
Dennis Nasto

A recipient of a Bachelor of Science degree in Pharmacy from the University of Georgia, Leonard holds a Master's Degree in Hospital and Health Administration from Xavier University. She is a diplomate of the American College of Healthcare Executives and a licensed pharmacist in Maine, Georgia, and Ohio.

Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

FOR SALE

"Necky" Kayak with oar. Good shape. Great for beginner. \$400.
"Lincoln" Canoe - needs some work (wooden gunnells and seats), but salvageable! \$100. Call 774-2138.

Sony Playstation, 3 memory cards. Madden 2001, Triple Play 2001, WWF Smackdown, and Madden 2000. Orig. packing & casing, instr. books. Great cond. \$140 or BO. Call 657-4127 or email jrcbdc2001@hotmail.com.

High perf. car stereo. Clarion, zapco, JL Audio Components. BO! Call 831-1196.

1999 Ford Taurus wagon. A/C, power windows & locks, AM/FM cassette. 44K miles. \$13,000. Call 829-6980.

Wheelchair accessible 1997 GMC Savanna SLE V6, auto, power everything, remote start, seats 5. Lift, power door openers, driver's transfer seat, manual controls. 64K miles. \$21,500. Call 871-9324.

1994 Saturn SLZ, 80K miles. Good cond. 5 spd, 4 dr, power pkg, sunroof. \$5,000 or BO. Call 782-0563 or 786-4920.

1994 Mercury Tracer. "Trio", 56,500 miles, all new tires, 2 extra studded snowtires, garage kept, no rust. \$4,500. Call 854-4128.

1993 Sable 4 dr, A/C, cassette, power steering, seat, locks, & windows. 95K miles. Good cond., new tires. Book value \$3,910. Sell for \$3,800 or BO. Call 929-4770.

1998 Chevy Monte Carlo. Auto, FWD, AC, CD, 25K miles. Still under warranty. 1 owner, green/beige. \$11,999. Call 885-5862 eves.

FOR RENT

Cozy, 1 BR, 3rd flr apt. near MMC. Skylites, pkg. \$600/mo. + utils.

Good for single. Call 766-2385.

Pine Point Beach. Cozy 2 BR apt. 9/1-- 6/30. 20 min. to MMC. Dogs and indoor cats welcome. \$650/mo. + utils. Call 883-8104.

Greater Ptd. 1st flr, 2 BR, DR, LR, K. Updated. Hdwd flrs, deck, garden, pkg, gas stove, W/D hookup. \$825/mo. + heat & HW. Avail. mid August. Call 871-0701.

805 Stevens Ave., Ptd. 8 rms, 2+ BR, 1½ BA, pkg, yard, W/D hookup. \$1,000/mo. + utils. Call 775-5541.

S. Ptd. 2 BR cape, 5 min. to MMC. Avail. end of Aug. Crnr lot, yard, deck, garage. Hdwd, french doors, sunroom, well maintained. \$1,200/mo + utils. Call 627-7787.

59 West Street, 1400 sq ft, 3 BR, 1BA condo, hdwd, FP, pkg, W/D incl., gas heat. \$1,800/mo. Avail Aug 1st or 15th. Call 773-3273.

1,2, 3 BR apts. Clean, new paint. Heat, hot water, pkg incl. Fenced yard with gardens, W/D hookup. Bidd., 15 min to Ptd. \$125, \$150 & \$175/wk. Call 282-4866.

Ptd. spacious 2 BR, quiet neighborhood near Deering HS, hdwd, LR, DR, lg K, pantry, storage, pkg, W/D hookup, priv. porch, yard, oil heat, gas HW, \$1,060/mo + utils. Avail 10/1. Call 415-1518.

USM area, 210 Dartmouth St. Lg 3 BR apt, avail. 8/1. \$1,050/mo. + utils. No pets. Call 773-1667.

Rosemont area. Duplex. 3 BR, DR, LR, K, 1BA, pkg, W/D hkup, garage, walk-in attic, no pets, NS, oil heat, \$850/mo + util, sec dep and first month rent. Avail. 8/1. Call 775-5340.

Waterfront, Old Port, 2½ BR apt. avail. 8/1. LR, lg K, heat & HW incl. Pkg avail. \$1,000/mo, sec dep. Call 252-4729.

OOB, room w/K, BA, W/D priv. NS. \$400/mo. paid in advance. Pkg. Call 934-1153 after 6PM.

ROOMMATE WANTED

West End, furn. condo to share. 3

The deadlines for announcement-length items and **MARKETPLACE** are

July 20 for the August 1 issue

and

August 3 for the August 15 issue.

All items must be in writing and may be sent by interoffice mail to the Public Information Department, by e-mail to barstj, or by fax to 871-6212.

min. walk to MMC. NS, NP, \$450/mo + utils. Avail end of Aug. Ref/dep. Call 871-8620.

Resp. NS F, student or young prof., to share furn. 2 story, 3 BR condo. West End, NP. Avail 12 mo. beg. 8/25. \$550/mo + ½ heat. Incl. other utils, pkg, garden. Call 828-3988 before 10 PM.

Housemate: share N Deering home w/2 active F seniors. Great neighborhood, yard, patio. NS. \$450/mo + 1/3 utils. Call 797-3784.

CHILD CARE

FT live-out nanny, 4 days/wk for infant beg. mid-Nov. Exc. pay & benefits. Call 781-7459.

WANTED

Olympic size **workout bench**, flat. Call 780-9954.

House cleaner to help with weekly rental on Saturdays. July -- August, Peaks Island. Call 766-2385.

SERVICES

Exp. **medical transcriber** seeks PT eve/late afternoon work. Speed 85+ wpm, all specialties; your office, per line or hourly compensation, must submit W-2, trustworthy, dependable, conscientious. Call 582-2737 or e-mail quilterg@hotmail.com

FREE

Kittens. Call 772-4093 mornings.

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- July 25** BBCH Scrub Sale, 0700-1900 hours on July 26, 2nd floor bypass.
See p.4
- July 27** BBCH Scrub Sale, 0600-1800 hours, Brighton.
See p.4
- Aug. 20** Caring for Children with Cancer, 0830-1630 hours.
See p.4 Call MCCC, 885-7565.

To find What's Happening on line, go to MMC's Intranet site, find "Quick Links" on our home page, and click on What's Happening.

United Way Agency Fair
August 30, 1200-1600 hours
Ground Floor Bypass
Come learn about the important work being done by United Way-funded agencies in Greater Portland!

Thank you for Joining the Force to Build a Better Community!

Here are the MMC employees who helped local agencies on the Greater Portland Day of Caring, May 22:

Judy Braun, *Casco Bay YMCA*
Cindy Bridgham, *IRIS Network*
Ellen Briggs-Hartmann, *St. Elizabeth's Child Development Center*
Laura Burke, *Casco Bay YMCA*
Deborah Cekutis, *Casco Bay YMCA*
Peggy Chute, *Casco Bay YMCA*
Suellen Clark, *Kennebec Girl Scout Council*
Bob Cormier, *Casco Bay YMCA*
Barbara Corriveau, *Casco Bay YMCA*
Martha Davoli, *Juvenile Diabetes Research Foundation & Center for Therapeutic Recreation*
Kim Durost, *Kennebec Girl Scout Council*
Nancy Farr, *IRIS Network*
Chuck Frolio, *Casco Bay YMCA*
Greg Gelinas, *IRIS Network*
Patti Hammond, *Casco Bay YMCA*

Ron Henley, *Casco Bay YMCA*
Heather Hynes, *IRIS Network*
Amy Jackson, *Casco Bay YMCA*
Lu Ann Kachman, *Casco Bay YMCA*
Avery Yale Kamila, *Portland Arts & Technology High School & PROP's Family Friends Program*
Victoria Kinney, *Casco Bay YMCA*
Maggie Klein, *St. Elizabeth's Child Development Center*
Erik Kurlanska, *Casco Bay YMCA*
Pam Lucas, *Gorham Trails, Inc.*
Elizabeth Merrifield, *Casco Bay YMCA*
Niki Nason, *St. Elizabeth's Child Development Center*
Wes Raspillar, *Gary's House*
May Robb, *Casco Bay YMCA*
Steve Rohman, *IRIS Network*
Jessica Rubano, *Casco Bay YMCA*
Norine Seymour, *Casco Bay YMCA*
Ruth Smiley, *Casco Bay YMCA*

Thank you, from these agencies and from United Way of Greater Portland!

What's Happening is published every other week 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.

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☐ Remove my name from your What's Happening? mailing list.

Please return this address label in an envelope to the Public Information Department.

What's Happening?

MAINE MEDICAL CENTER 22 BRAMHALL STREET PORTLAND, ME 04102-3175