

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

PIER project designed to stop major psychosis

Severe mental illnesses such as schizophrenia strike their victims in the prime of youth, with tragic consequences that are seen all too often in Maine and elsewhere. People with chronic, debilitating mental illness often suffer horrifically — alienated from society, unable to cope with the daily stress of living. Families are torn apart. And the burden on society is phenomenal: Research has shown that the estimated lifetime cost of caring for a single person with a severe long-term mental disability, including housing support, medical and psychiatric care, Social Security, daily living expenses, lost income, and the financial impact on the family, is \$10 million.

Now, there is hope for young people in the Greater Portland area who may be experiencing early signs of psychosis. Under the direction of William McFarlane, MD, Chief of Psychiatry, the Maine Medical Center/Spring Harbor Hospital mental health system is leading a potentially important research project: the Portland Identification and Early Referral (PIER) program.

The project, which is the first in the nation to be modeled

PIER, SEE P.5

"Our House Has Stars!"

To find the stars in the night sky, you might need a telescope. To find the stars at Maine Medical Center, just look around! "Our House Has Stars" is the theme for the 2001 Quality Fair, scheduled to run from 0900 hours on Thursday, April 5, until 0900 hours on Friday, April 6, at the Bramhall Campus. You'll have plenty of time to visit Impressions Café and go star-searching.

This stellar fair will go on the road to the Brighton Campus Tuesday, April 10, from 1000 hours until 1000 hours on Wednesday, April 11. It travels to the Scarborough Campus Wednesday, April 11, and runs from 1200 hours until 1200 hours the next day, Thursday, April 12.

Each year hundreds of employees participate in, attend, and enjoy the fair. You and your colleagues can participate by highlighting your own quality improvement initiatives. If your department has found something that makes your job easier or more efficient, if you've started a process or program that has saved time or money, or if your unit has improved patient care — you've got a reason to show us how you shine!

If you've got an idea for a display, or even part of an idea, but

STARS, SEE P.6



You don't need a telescope to find the stars in our house! Some of the people planning the 2001 Quality Fair are, from left, Diane Petersen, Jeff Gregory, Elaine Ricci, Mary Keysor, Deb Tillotson, Cindy Bridgham, Martha Davoli, and Kathy Harris. AV Photo.

Outreach Education Council presents
Patient Comfort & Compassionate Care
Day I: Friday, March 9, Day II: Friday, March 16
Dana Health Education Center, MMC

Accreditation: Category I CMEs: Day I, 6 hours & Day II, 6 hours; Contact Hours: Day I, 7.5 & Day, II 7.0

Content (Not all inclusive)

Patient-centered care, dimensions of patient comfort, current initiatives in pain management, chronic non-malignant pain, optimizing sedation and comfort in critical illness, non-pain symptom management, body-mind wellness and complementary medicine, spirituality in practice, dealing with grief and bereavement as preventive medicine, efficient use of hospice, and creating change in practice.

Faculty

Program will feature an extensive interdisciplinary faculty from our region and beyond, including:

Harvey Zarren, MD, FACC, Cardiologist

Director of Cardiac Rehabilitation and Medical Director of the Healing Connection,

Union Hospital, Lynn, MA

Board Member, Association of Healing and Health Care Projects

Marin Kollef, MD, Director, Medical Critical Care, Barnes Jewish Hospital, St. Louis, MO

Kandyce Powell, Executive Director, Maine Hospice Council

Patricia Alandydy, Chair, New England Alliance for Integrative Medicine,

Independent Consultant & Educator, Complementary & Holistic Services

For a brochure or to register, call 871-2290



Having a difficult time getting to Human Resources to get information or forms? Feeling like HR is not accessible during evenings and nights? Still wondering about all the services Human Resources provides? Well, we can help!!

In an effort to increase our visibility and provide better service and education, HR staff department are going "on the road"!

The Human Resources Representatives are extending their hours of availability in an effort to increase service and

provide information to employees working evenings and nights.

Starting Wednesday, February 7, an HR Rep will be available in Impressions Cafe from 0500 to 0800 hours and from 1600 to 1900 hours every Wednesday. We will pilot this for three months to see if it helps meet employees' needs and would love some feedback.

Stop by if you need information, forms or have a question. We look forward to seeing you!

Additionally, both HR Reps and Recruiters will be touring all campuses in an effort to provide more information about the services we offer. Also, information regarding benefits, general policies and opportunities will be available.

Look for the HR Information Station near you soon!

Bramhall Campus

Wednesday February 21
Main Corridor, Ground Floor
0730 to 1030 hours
1330 to 1630 hours
1930 to 2230 hours

Brighton Campus

Wednesday February 28
Cafeteria

1500 to 1800 hours

Scarborough Campus

Tuesday February 27
Outside of the Atrium
0800 to 1100 hours

MMCRI

Tuesday February 27
Near the breakroom
1200 to 1500 hours.

Gateway Campus

Wednesday February 28
Outside the breakroom (Pt Accts)
0800 to 1100 hours

Caring

TO MAKE A DIFFERENCE

What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.

To Serve with Heart and Hand

It takes many people, from all corners of the healthcare field, to keep a large and complex hospital such as Maine Medical Center running smoothly. Much of the hard work and dedication to support our hospital goes on quietly every day by some very special people: the members of the three Women's Auxiliary Boards of Maine Medical Center. The following description of each of

the boards will give you a sense of their rich history and the invaluable contributions they continue to make for our patients, their families, and our staff every day.

The Ladies Visiting and Advisory Board, established in 1877, is reported to be the longest continuous operating women's auxiliary in the country. The early members raised money from the public and their first

gift to the hospital for the comfort of patients was 12 rocking chairs. In 1947 their name was changed to the Women's Board of the Maine General Hospital and a canteen consisting of a counter for eight people and one table for four was opened near the entrance of the Maine General Hospital. There was also a counter for modest gifts. Wilma Sawyer, the board's current president, remarks that "the Gift Shop and Coffee Shop of today offer service, comfort, and privacy to the public by reaching out to them as they enter the doors to the hospital". Profits of the Coffee and Gift Shops are used for such things as equipment, Memorial Funds, Capital Campaigns, and other projects. They have just completed a \$250,000 pledge to help in constructing the Barbara Bush Children's Hospital and the Marshall L. and Susan Gibson Pavilion. Nursing and medical education scholarships are another focus of their gifts and include the University of New England, University of Southern Maine, Southern Maine Technical College, the School of Surgical Technology, and a Scholarship Endowment Fund at MMC. There are 62 members of the Women's Board, many of whom volunteer their time to staff the Coffee Shop and Gift Shop.

The Visiting Board of the Children's Hospital was estab-



The presidents of MMC's auxiliaries, from left: Anne Myers, The Visiting Board of the Children's Hospital, Wilma Sawyer, The Women's Board of the Maine General Hospital, and Liz Orser, The Friends of Maine Medical Center. AV Photo.

lished in 1910 “for the purpose of supporting programs to benefit the care of children and adolescents at MMC.” In those early days the board established two priorities: to provide for the social needs of hospitalized children and to provide for their education. Pediatric patients received both classroom and bedside classes to replace the more formal schooling they missed due to sometimes very extended hospitalizations.

In addition to the children’s education, the second concern of the board was caring for the children’s social needs as many of them were many miles away from family and friends for weeks at a time. Therefore “in the early days, the Visiting Board meant just what the name implied, frequent direct contact with the children”. The board set up a special fund for the purchase of gifts, such as homemade stockings filled with candy. In 1948, having outgrown its space at the corner of High and Danforth Streets in Portland, the Children’s Hospital moved to the Maine General Hospital which became the Maine Medical Center in 1951.

The board currently consists of 40 members, many of whom volunteer throughout the hospital and in the Flower Box, the profits of which go directly to support projects such as the Annual Fund, the Children’s Miracle Network, and the Foster Grandparents Program. The Child Life Program and the Pediatric Playroom receive ongoing support from the visiting board. Anne Myers, president of

the Visiting Board, says “although we have grown as a hospital over the last 90 years, the needs have not changed”.

The Visiting Board was instrumental in the early days of planning for the Maine Children’s Cancer Program by providing seed money to get the project underway. One of its current projects is their goal to build a children’s playground as part of Spring Harbor Hospital.

The Friends of Maine Medical Center is the third group that completes the three members of the Joint Board of the Women’s Auxiliaries at MMC. The Friends was formed in 1959 at the request of the Board of Trustees. Their mission is to “bring to the community a greater knowledge of services available to them at MMC, to maintain and strengthen its goals of patient-oriented care, to improve communication with patients, and to render service to the hospital through ways approved by the Board of Trustees.” Membership is open to anyone and the current total is over 400, many of whom are active volunteers throughout the hospital!

In contrast to both the Visiting Board and the Women’s Board, the Friends do not have an income-producing resource other than the money they collect in membership dues and occasional small gifts. Even so, this group of dedicated volunteers is able to support many diverse activities throughout the medical center, including ‘Preview for Parents’ given for expectant parents each month to acquaint them with the services provided in the Family Birth Center. ‘Pedi-Pete and Pedi-Pat, homemade educational and

teaching dolls, are made by at-home volunteers and donated to children undergoing special procedures here at MMC. The Anti-Boredom cart provides over 1,500 crafts and entertainment projects each year to long-term patients. The Friends also support the Oncology Library, Junior Volunteer scholarships, and scholarships to students enrolled in MMC-related allied healthcare fields. Liz Orser, current president, extends an open invitation for anyone at MMC to become a member and encourages us all to spread the word.

These three groups comprise the *Joint Board of the Women’s Auxiliary* and together they donate \$750 each toward a special Annual Gift Opportunity Grant which awards modest funds to individual departments in support of special projects that might otherwise lack traditional funding sources. A call for applications will go out again in November and will be awarded next time in January 2002. If you have a good idea and just need a little help, The Joint Board would love to hear from you.

MMC’s Women’s Auxiliaries have provided a great deal to the rich history of support and dedication that have been the hallmark of volunteerism here from the earliest days as the Maine General Hospital to the tertiary healthcare provider we know as Maine Medical Center today. We owe our success in part to the ongoing generosity and service they display here every day. We couldn’t do it without them!

Caring To Make A Difference is a monthly publication of the Continuous Productivity and Quality Improvement Office. Ideas, questions, and comments may be directed to Cindy Bridgham, CPQI Office, at 871-2009, Fax 871-6286.

PIER, FROM P. 1

after similar successful and community-wide programs in the United Kingdom, Australia, and Scandinavia, has the potential of halting the early progression of schizophrenia and other severe psychotic disorders. Funding for the project has been provided in the form of grants from the Unum Foundation and the Center for Mental Health Services of the Public Health Service and several local foundations and philanthropies.

“This project is based on a very simple idea: an ounce of prevention is worth a ton of cure,” explains Dr. McFarlane. There is increasing evidence that psychotic episodes physically damage the brain, which, if repeated over time, leads to profound, chronic disability. If we can prevent the onset of the psychotic phase of the disease, we may be able to stop that damage in its tracks. In addition, research has shown that younger people, with better brain plasticity, are much more sensitive to treatment. They and their families are also more willing to get help and are better able to fight the disability.”

The three-phase program will begin with educating those who work most closely with youth. A team of highly trained mental health professionals from MMC’s Department of Psychiatry will reach out to physicians, schools and colleges, social workers, guidance counselors, high school nurses, police, and other professionals who may encounter young people in the early stages of deterioration towards psychosis. The goal is to educate these individuals and other agencies that work with youth to recognize the early

signs or active symptoms of major psychotic disorders and quickly refer those individuals as candidates to the PIER project.

The second phase is educating the community. Through a public information campaign to begin later this year, the Maine Medical Center/Spring Harbor Hospital mental health system aims to chip away at the stigma of mental illness by educating families, young people, and the general population about early warning signs of psychosis. The objective is to identify the illness as precisely that, and to begin treatment at the earliest possible stage.

For example, a parent may notice that her teenager is suddenly doing poorly in school. He may be withdrawing from social activities or complaining that he’s being watched by his peers. He may be experiencing unusual body sensations – even such transient symptoms as hearing noises or seeing hallucinations. “If several of these symptoms are present together, there may be reason for serious concern and early treatment,” notes Dr. McFarlane.

The third phase of the project is evaluation and treatment of at-risk youth, which can include a combination of family intervention and education, along with medication therapy, as necessary. “Working closely with the family is critical,” explains Dr. McFarlane. “They see that something is terribly wrong and are desperate for help. We help them restructure the individual’s routine to reduce stress, improve sleep and eating habits, enhance social interaction, support them in school or on the job, as well as offer them ongoing support, therapy, and information.”

How many people may directly

benefit from the project? About three percent of the population is at risk for schizophrenia, major depression, or bipolar (manic-depressive) disease. This translates annually to about 75 people in the Greater Portland area between the ages of 12 and 30.

“These diseases last a lifetime; the stakes are high. Our goal is to identify and treat as many people as possible before they become psychotic, saving them from terrible suffering, offering them the promise of much greater fulfillment, and reducing the burden on their families and the community,” says Dr. McFarlane.

Walk for someone you love

We invite **YOU** to join the MMC *March Of Dimes* Walk Team again this year on Sunday, April 29, in the fight against birth defects and low birth weight babies.

Last year MMC’s team effort was the third most successful for the Greater Portland Walk site. Together we can make 2001 our best year yet. It’s not too early to start!

The five-mile walk will start at 0900 hours at Andover College and will include food, fun, and celebration for all and for a great cause...healthy Maine babies!

If you would like to be a MMC Team captain or would like to join our team as a walker, please contact Cindy Bridgham, Greater Portland Walk Chair, at 871-4887, Lorie Furey, Mission Chair, at 871-2589, or Robin Peckham, MMC Team Captain Manager, at 871-2589.

STARS, FROM P. 1

aren't sure how to make it into a display, contact the CPQI office. Cindy Bridgham or Jeff Gregory would be glad to help you. Just call 871-2009 with your project title and a contact person's name and number. Display materials will be available from Audio Visual Resources. The standard table size for projects is 3 by 3 1/2 feet.

There are three elements you need to consider when describing your work. It needs to reflect a **multidisciplinary team approach**, because each department depends on others to get its work done. It must show **measurable results**. How do you know that the patients/families/departments/hospital is better off

as a result of the changes you made? Last, incorporate the **Plan-Do-Check-Act cycle**. **Plan:** the background of the project, what you wanted to improve, and why it was important. **Do:** what methods/steps were taken for problem resolution or performance improvement. **Check:** provide the data or measures used to demonstrate effectiveness. **Act:** explain what steps will be taken to monitor continued performance improvement to hold the gains.

Directors, managers, and supervisors are encouraged to support staff efforts to "show off" the projects they've been working on this year. All of the projects will be in keeping with the "Our House has Stars"

theme.

The people planning this celestial event are Cindy Bridgham, CPQI; Martha Davoli, Public Information; Jeff Gregory, CPQI; Kathy Harris, JTE; Aden Henry, Barbara Bush Children's Hospital Inpatient Unit; Mary Keysor, Nutrition Services; Pat O'Brien, Environmental Services; Diane Peterson, Oncology Information Services; Elaine Ricci, Brighton Surgical Center; Steve Rohman, Engineering; Dan Rousseau, Environmental Services; Deb Tillotson, Medical Quality; and Elaine Toher, Media Services.

Make plans now to be a part of the 2001 Quality Fair! Bask in the glow of all of MMC's stars!

A Concussion Symposium

Saturday, March 17

0800--1230 hours

Dana Center, MMC

Nearly 63,000 high school athletes receive concussions each year. Brain injuries cause more deaths than any other sports injury. In football, brain injury accounts for 65-85 percent of all fatalities. Studies have found an increased likelihood of long-term neurological damage and learning disabilities among athletes sustaining multiple concussions.

Physicians, parents, and others involved with school sports will want to attend.

FMI, call Ursula

Vollkommer, 828-2121.

Presented by HEALTHSOUTH

Sports Medicine and

Rehabilitation Center &

New England Rehabilitation

Hospital of Portland

MMC/SH Community Education Programs Winter/Spring 2001

Substance Abuse: The Unwelcome House Guest

Join substance abuse and counseling expert Andy Loman, LCSW, ACSW, of Spring Harbor Hospital for a discussion of the dysfunctional family relationships that develop when a member of the family abuses drugs. Participants will learn about the signs of abuse, the family roles established as a response, and ways to seek help for the abuser and those who care for him or her.

Wednesday, March 14, 6:30 to 8 PM

MaineHealth Learning Resource Center—Scarborough, FREE

Managing the Aggressive Child

How can you help your child better manage her aggressive behavior? What strategies can you and your child employ to channel physical and verbal aggression into more positive forms of expression? Join mental health professionals Nicole Dennen, LCSW, and Debbie Hannon, LCSW, of Maine Medical Center's Child Psychiatry Department for answers.

Wednesday, March 28, 6:30 to 8 PM

MaineHealth Learning Resource Center—Portland, \$5 per person

To register, please contact the appropriate host site, as noted below:

Portland: MMC Family Practice Center

Corner of Congress and India Streets, (207) 842-7345

Scarborough: Maine Medical Center-Scarborough Campus

100 US Route 1, Unit 106, (207) 885-8570

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

1988 Mazda MX-6, 5-speed, approx 170K miles. Lots of new parts including starter, battery, 2 tires, plugs, muffler and exhaust. Needs new clutch, otherwise runs excellent. Asking \$500 or BO. Call 774-5931.

1972 Arctic Cat snowmobile. Needs repair/new carburetor. Asking \$200. Call 583-6410.

Auburn: 10 room house with sauna, Jacuzzi, wetbar, lg. master BR suite, 2 car garage, deck, plus many extras. 2.5 acres with privacy and wooded trails. Owners transferring. 10 min. from Exit 12. Near schools, hospitals and Lost Valley Ski area. \$149,000. Call 783-4849.

1997 Jeep Grand Cherokee Laredo, very well maintained, 80K highway miles, AC, auto, V6, 4WD, new brakes, excellent condition. \$13,500. Call 885-5862 eves.

1991 Mitsubishi Galant GSR, 5-speed, color light green, A/C, power windows, doors, sunroof, ABS brakes. Well maintained, reliable vehicle. 102K miles. \$2,500. Call 761-9264, leave message.

1996 Honda Accord EX 5 speed coupe, sharp. Power everything, sunroof, spoiler, dealer maintained. Asking \$9,600 or BO. Call 874-7792.

New home in Windham. 3 BR, raised ranch, hardwood floors, 1.5 baths, FR & LR, 1.5 acres, \$124,900. Moving & must sell. Call 892-6974.

1992 GMC 1500 series PU truck. 5.7 V8, Z71 off road package, extended cab, black, 4 WD, 113K mi. Engine rebuilt, exc. cond. \$11,500. Call 797-7653.

1 1/2 cords seasoned hardwood. You haul. \$100. Call 793-2969 after

1800 hours.

38" square coffee table, solid wood inlay top, \$10. Hardwood armoire, 3 drawers, 2 doors, 52"H x 45"L x 20"W, \$450. Hardwood nightstand, 1 drawer, 25"H x 28 1/2"L x 16 1/2"W, \$45. Oak changing table, 38"H x 35"L x 19 1/2"W, \$20. Oak highchair, \$20. Call 878-5195.

FOR RENT

Skiers! Sunday River, Bethel. Spacious 2 BR condo overlooking Androscoggin River and mountains. Downhill skiing, x-country trails, hiking, outdoor Olympic sized heated pool, Jacuzzi tub, laundry - 5 miles from Sunday River. Call 772-2861 or 767-4622.

94 Neal Street. Sunny, 4 BR in John Calvin Stevens condominium bldg. Large LR w/fplc, formal DR, kitchen, pantry, 2 baths, porch overlooking beautifully landscaped garden. \$2,200/mo. References, security required. Call 879-7690.

Furnished efficiency in private home w/ washer/dryer, parking, yard, garden, driveway. \$360/mo. w/ deposit and references. Call 797-0384, 10AM-10PM.

2 BR fully furnished house on the 3rd hole of Dune Grass golf course in OOB. 2 miles from beach. Available May, June, July, August. Perfect for returning snowbirds. Call 934-4364.

Ski/Summer Vacation Rental: Log cabin on 2 acres with 200 ft water frontage on Sand Pond in Norway, sleeps 8 comfortably, 1/2 hour from Mt. Abrams, 1/2 hour from Shawnee Peak, and 40 min. from Sunday River. Fireplace, full K, utensils, linens, etc. supplied. Well-behaved pets welcome. Call 774-4950.

ROOMMATE WANTED

F, non-smoking/non-drinking apt.

The deadlines for announcement-length items and **MARKETPLACE** are February 16 for the February 28 issue and March 2 for the March 14 issue.

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

near hospital. 1 year commitment please. \$350/mo. Includes heat/HW. Yard, parking, on-site laundry. Avail. 3/1. Call 772-7914.

Western Prom, Vaughan St. Carriage House. 3 blocks to MMC. 30 YO prof. female seeks kind-hearted apt. mate, late 20s to 40s to share this wonderful 2 BR place. Large LR, great loft, exposed brick, pkg. \$500/mo. Includes utils. Call 773-8529.

M/F to share large 3 BR apt. in Portland. 2nd & 3rd fl. Nice neighborhood/off street parking. \$267/mo. + utilities. Call 773-0521 (home) or 415-8732 (cell).

CHILD CARE

Part-time nanny needed starting in April to care for our 8 month old boy in our Falmouth home. Prior experience and references required. Competitive pay. Call 797-5191.

LOST

Reward offered. Lost 15 lb. brown/black tiger cat, no collar, West End. Call 871-5919.

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 "About People". Just email the information to Martha Davoli at davolm or fax it to her at 871-6212.

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- Mar. 9** Patient Comfort & *See p.2* Compassionate Care
- Mar. 26** CNA course begins. FMI call 871-2397.
- April 5** Quality Fair, runs from 0900 hours till April 6, 0900 hours.
- Apr. 29** March of Dimes Walk. *See p.5* Join the team!
- May 4** Honor Night. Watch for details!

About People

• **Renee Leavitt, OTR/L**, Program Manager for Child and Geriatric Psychiatry, will present at the AOTA national conference in Philadelphia in April. Her topic will be "Employment Intervention Demonstration Project: Integrating Research Outcomes into Practice"

• **Donna Downing, MS, ORT/L**, team leader in the PIER Program (see page 1), will also present a paper at the AOTA conference: "The Occupational Therapist's Role in Psychoeducational Multi-Family Groups".

- Change name or address as shown on address label.
- Remove my name from your *What's Happening?* mailing list.

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

Learn about Allied Health Education Programs

Thursday, March 22, 0800--1500 hours

MMC Ground Floor Corridor

Learn about

- Respiratory Therapy • Radiologic Therapy
- Radiation Therapy • Cardiovascular Technology
- Surgical Technology • Paramedicine (EMT/Paramedic)

Presented by the Allied Health Department at

Southern Maine Technical College

Walk For Your Life!

Take a walk! The Maine Heart Center and Impressions Café sponsor a daily walk in and around the hospital. Look for a schedule of walk times in Impressions Café and near Public Information. For details, contact Tracy Nelson, RD, 871-2338.

CEU Credit for Nurses and Technicians

Spring Symposium

Saturday, March 31, 1/2 day, Dana Center

Four topic areas: Cardiac, Neuro, Orthopaedic, General Surgery, featuring new technological advances. 4 CEUs.

Free to all employees. Includes continental breakfast.

Brochure available in Nursing Resources and on some units.

Impressions Cafe

Look for "Impressions Menu" under Quick Links on our intranet home page. Or call K-A-F-E (x5233).

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