

# What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

## Recognizing everyday efforts at performance improvement

In recognition of National Healthcare Quality Week, October 16 through 20, Maine Medical Center celebrates the efforts of all the people and departments throughout the hospital who practice the principles of "performance improvement" in every day. Three departments have the specific responsibility of giving primary assistance to the hospital in carrying out its mission to provide quality patient care and services: CPQI, JTE, and Medical Quality.

The department of **Continuous Productivity and Quality**

**Improvement (CPQI)** has been part of MMC since the early 1990s. In the early days of the quality improvement movement, CPQI was the hospital's first 'institution-wide' management program for continuous quality improvement. The program provided a strong educational foundation and emphasized that quality improvement is everyone's business. Today the CPQI Department is still an educational resource for QI teams who need facilitation or assistance with use of the basic

QUALITY, SEE P.5

## Boys' needs addressed at conference

*Boys to Men, A Conference Exploring How to Get There in One Piece*, will celebrate the richness and explore the challenges of being a boy in today's society. The all-day conference will be Friday, November 3, at USM's Portland Campus. Middle school and high school boys and their fathers or adult male mentors are invited to register.

Governor Angus King will open the conference at 0830 hours. The day will be filled with topics of interest to boys and men, wrapping up at 1515 hours.

The cost is \$5 for boys and \$10 for fathers and mentors. Scholarships are available. For more information, call 874-8787 or visit [www.ci.portland.me.us/boysconf.htm](http://www.ci.portland.me.us/boysconf.htm).



MMC's 101 Junior Volunteers spent 6,016 hours of their summer assisting staff and patients in a variety of ways. They could be seen throughout the hospital in their red shirts. If you know a teen who'd like to participate in this popular program next year, watch for details next Spring. AV Photo.

You are invited to a  
Farewell Tea  
for

Judith T. Stone, RN  
Vice President of Nursing/  
Patient Services

Friday, October 13  
0900-1030 hours

Board Room, Dana Center



## Healthcare providers respond to domestic violence

The Family Support Program at Maine Medical Center participated in the second annual Health Cares About Domestic Violence Day on Thursday, October 5. "Healthcare providers play a critical role in early identification and intervention in domestic violence. Routine screening, with its capacity to reach patients.... is a critical first step in helping women access services to end the violence in their lives," says Donna E. Shalala, US Secretary of Health and Human Services.

Healthcare providers are very concerned about the safety of their patients who have been screened and are at risk for domestic violence. With this concern in mind, the Family Support Program at Maine Medical Center, in partnership with Family Crisis Services, has developed four safety planning cards for physicians and healthcare providers. These are easy-to-use reference cards that help assess a patient's level of risk, suggest safety planning options, and provide resource numbers. Each is geared to address the unique safety needs of older patients, adult women, children, and teens. Safety planning is always done in collaboration with the patient, validating the patient's experience and respecting their own plan.

You are welcome to call the Family Support Program at 871-2967 if you have questions or want more information. Experience and research teach that properly trained healthcare providers who see patients for routine and emergency care are uniquely qualified to identify and intervene with patients at risk for domestic violence.

## A look at American healthcare

The Northern New England Cardiovascular Disease Study Group (MMC is a founding member) will be featured in the PBS special *Critical Condition with Hedrick Smith*. The segment "The Quality Gap: Medicine's Secret Killer" reports unusual efforts by hospitals in New England and elsewhere to reduce medical errors and improve quality. The program airs October 18 from 2000-2300 hours on Maine PBS.

### MMC Benefits Fairs

- Monday, October 23,  
0800-1300 hours  
Gateway Conference Room,  
39 Forest Avenue
- Tuesday & Wednesday,  
October 24 & 25,  
0700--1700 hours  
Dana Center Lobby
- Thursday, October 26, 0800--1700 hours  
Brighton Campus Main Entrance

## Flu vaccine available

MMC employees, retirees, and volunteers may make individual appointments in October or November. Employee Health is open weekdays, 0730 - 1600 hours, at 7 Bramhall Street (across from Dana Center). Call 871-4011 for your appointment. Bring your "blue card". Units interested in "self administration": call and ask for Donna Ross.

## Cancer patients find answers

*Connecting to Cancer Care*, a conference for patients, families, and caregivers, will connect cancer patients with the answers and resources they need to make the best decisions about their disease and treatment. This free conference takes place Monday, November 6.

Speakers will discuss the latest treatments for prostate, lung, and breast cancer; how patients can become involved in clinical trials; communicating with your doctor; patient's rights and insurance issues; home care; healing with herbs; nutrition; and much more.

This conference is the first time the healthcare communities of Cumberland and York counties, including hospitals, home health agencies, physicians, and other providers, have come together to offer one complete workshop for cancer patients, caregivers, and healthcare professionals.

The conference will be held from 1300 to 1900 hours at the South Portland Sheraton. There is a \$3 fee for a boxed lunch. Call 885-7680 for more information.



# 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.*

### The ACCESS Team—Works!

Just what is the ACCESS Team? What do they do and where are they located? Even if you have been around the medical center for a number of years, you may be asking yourself some of these same questions. Read on to find the answers!

When you look up the word 'team' in Webster's Dictionary, you will find it defined as "a number of persons associated in some joint action". This does not

come close to describing what this group of dedicated professionals does on a daily basis.

The ACCESS Team is a multidisciplinary community-based team that includes substance abuse and mental health clinicians, nurses, vocational specialists, consumer/case managers, and a psychiatrist. It is part of Maine Medical Center's Department of Psychiatry adult outpatient services. The program

has been in continuous operation since 1993 when it started with a research demonstration grant from the Robert Wood Johnson and Bingham Foundations and the State of Maine. The support of William McFarlane, MD, Chief of Psychiatry, was very evident from the start, as he lent his guidance to develop a vision of this outpatient treatment program. The program's goal was to assess whether a comprehensive community-based program would be more cost effective by reducing the number emergency room visits and decreasing the length of stay for those patient who required hospitalization. Those outcomes were in fact realized and clients were able to gain more independence within the community as their living situations stabilized.

The team applies a treatment approach that integrates in-home or 'on the street' outreach to the most severely affected people in Greater Portland. This means the care will be delivered in a way that is ACCESSable to those who have the greatest need. Along with intensive group and/or individualized counseling, the program has many objectives which include helping clients obtain a stable living situation in the community, motivating clients to stop substance use/abuse, pre-



The staff and clients of the ACCESS Program participated in a Habitat for Humanity project. It was important to clients to do something of value to the community since they have been the beneficiaries of similar good deeds. AV Photo.



venting relapse, and helping individuals gradually assume greater responsibility for themselves. Much of the assistance comes in the form of helping clients navigate the challenges of everyday life, such as food shopping and money management and making it to scheduled medical appointments.

Every individual has unique needs and it is not unusual for clients to be seen several times a week, where the staff finds themselves providing stability for their clients in an otherwise chaotic life.

The ACCESS Team recently partnered with the Department of Vocational Services in a demonstration project to assist clients in obtaining a stable employment situation. They are extremely pleased with the results; 18 of the 50 clients in the ACCESS Team program are either currently working or in school. "Our clients feel strongly about giving something back to the community that has been so good to them," says Debbie Oliver, Dual Diagnosis Assistant. Giving back to the community is just what the clients did this year, for the third year in a row, when they partnered with ACCESS staff in a 'Habitat For Humanity' house building project on Mayo Street in

Portland's East End neighborhood. It was a fantastic, worthwhile teambuilding experience.

A strong emphasis on teamwork is what has made this program one of the most successful in the country. "Everyone is an equal and because of that we are all expected to contribute," says Paul Ranucci, PhD, Team Leader. "We spend a lot of time communicating with each other about what is going on every day so that issues are out in the open and get resolved as soon as possible. This is good for us and good for our clients." Team intimacy and team mindedness helps to sustain the individual clinician. This approach has paid off for the team members here in Portland where the average tenure is nearly four years, much higher than the national average in a field with high burnout due to the intense nature of the work.

Teamwork also extends into the community where numerous businesses have donated in-kind goods and services for special events or recognition celebrations.

These are the people who make up MMC's ACCESS Team: Paul Ranucci, Team Leader; El Carlson, Robin Hughes, and Steve Fearing, Community Support Workers; Judy Genesio, Representative Payee; Sandy Gioro and Pam Dyer, Team Nurses; Diane Van Cornewal, Social Worker; Paul Perkins, Team Physician; Debbie Oliver, Dual Diagnosis Assistant; and Nancy Litrocapes, Employment Specialist. Dick Balser, Administrative Director for Psychiatry, provides on-going support for many aspects of the ACCESS Team's day-to-day operations.

By anyone's definition, the MMC ACCESS Team brings together a group of very talented and dedicated professionals who are 'Caring To make A Difference' in the lives of others.

## The Voice of the Customer

Here are a few verbatim comments from our most recent inpatient satisfaction survey. Give yourselves a pat on the back... you deserve it and our patients think so too!!

**Q.** *Why would you return/not return to MMC?*

**A.** I would return. Everyone knows their jobs. I would insist on Maine Medical Center and nowhere else.

**A.** Yes, I would return. I liked it and received excellent care. All the nurses I've had have been excellent and make you feel much better.

**A.** I am very pleased with all aspects of the care I received. They treated me like a king. I would stay here rather than any other hospital.

**Q.** *Did you have a good surprise?*

**A.** So many staff remembered me from my stay in January. Even the cleaning woman stopped and spoke to me. I think your staff is the greatest.

**A.** I was pleasantly surprised at the personal interest that the doctors, nurses, and other personnel in such a large hospital took in being supportive and helpful.

The ACCESS Team has  
moved to  
576 St. John Street  
in Portland  
(formerly Practice Partners)  
780-0020

Nursing Services publishes *Nursing Bi-Line* every eight weeks. Comments, questions, and suggestions are referred to Linda Pearson, RN, MED, Editor, 871-2734.



# MMC's 2001 Holiday Schedule

Here is the list of holidays and the dates they will be observed by MMC in 2001:

New Year's Day, Monday, January 1  
President's Day, Monday, February 19  
Patriots Day, Monday, April 16  
Memorial Day, Monday, May 28  
Independence Day, Wednesday, July 4  
Labor Day, Monday, September 3  
Veteran's Day, Monday, November 12  
Thanksgiving Day, Thursday, November 22  
Christmas Day, Tuesday, December 25

Each employee at MMC has one personal day he or she may use at any time during the year with prior supervisory approval

QUALITY, FROM P. 1

tools for process improvement. The staff there also find that more and more of their focus is providing hospital-wide support in two primary areas: management of the Inpatient and Outpatient Satisfaction Survey Program and Customer Service Training for new and current employees. Patient satisfaction and customer service go hand in hand because patients judge the quality of their care based on the level of service they are provided. JCAHO requires that hospitals have a mechanism for tracking and measuring satisfaction levels and then integrating those results into departmental performance improvement plans.

Cindy Bridgham, CPQI Coordinator, and Jeff Gregory, CPQI Program Assistant, are located in Annex C in the Maine General Building.

**The Journey to Excellence** performance improvement project was initiated to ensure that MMC is the provider of choice for physicians, consumers, and insurers. In order to be the provider of choice, we must provide the highest possible quality of care. Today healthcare customers define quality as

getting the service they want at the time they need it with a good result for a reasonable fee. The Journey to Excellence Project, which was originally supported by a consultant group, is now supported by MMC's Project Support Team. The Project Support Team focuses on assisting in problem identification, data analysis, and system development to improve services. The Project Support Team facilitates and coordinates the work of various work teams whose projects cross department lines. These teams include employees from different areas working together to improve service.

Process improvement areas of focus include: charge capture, billing, patient flow, patient care coordination, attracting and retaining employees, departmental redesign, supply chain improvements, system enhancement, and new service development. Goals of these projects include: easier access to care, improved functionality, a customer-friendly environment, and reduced cost to provide value to those who use our services. The journey towards excellence never

really ends because there is always the opportunity to make things better.

Marjorie DeSanctis, Kathy Harris, Sheila Parker, and Mike Collier, the Journey to Excellence Project Support Team, are located at 13 Charles Street.

Located on the second floor of the Maine General Building, the **Department of Medical Quality** serves MMC's medical staff in all aspects of hospital performance improvement (PI). Through clinical data collection and analysis, committee facilitation, and quality indicator review, this five-member department performs a great deal of MMC's PI regulatory monitoring. Other services include project facilitation and PI plan development for our numerous medical departments, consultation with respect to data retrieval, analysis and statistical process control, and house-wide education on the concepts of quality.

Focused on compliance with JCAHO and State of Maine standards, Medical Quality staff collect data on a variety of projects such as medical record compliance, mortality review, appropriateness of blood transfusion, and restraint/seclusion and conscious sedation monitoring. Directed by Paul Cox, MD, Associate Vice President for Medical Quality, staff collect practitioner-specific indicator data as well, creating Physician Profiles for use in the ongoing Medical Staff reappointment process. Medical Quality Analysts Pat Caporino, Chuck Frolio, and Deb Tillotson, and Pam Searles, Administrative Assistant, make up the rest of the team. At the Department of Medical Quality, the goal is to make PI part of everyone's day.



Mainly Women in Science present *Striking a Balance: Coordinating your Scientific Career and your Personal Life*, Wednesday, October 25, 1830 hours, Campus Center Room C, USM, Portland  
*Business Meeting 1800-1830 hours*

## Do you sew?



Join a group making premie gowns for NICU patients. Bring your sewing machine to Oceanview in Falmouth from 1300-1700 hours on Sunday, October 15 and December 3. All materials are provided. For details, call Cindy Foster, 829-6110. Sponsored by the Friends of MMC.



This Fall's graduates of the School of Surgical Technology are (from left, back row): Scott Vaughan, April Ferrazzi, Bobbi Cote, Tanya Fortin, Jennifer Goucher, Derek Reed; (front row): Amanda Little, Kristy LaCourse, Olivia Guerra, and Nicole Varney. AV Photo.

## Information session for nurses seeking further education

If you are a RN seeking a master's degree, a nurse practitioner with a bachelor's degree, or a master's prepared nurse seeking NP certification, you will want to attend an information session on Thursday, October 19, from 1800-2000 hours. The Simmons/UNE Partnership Program in Primary Health Care Nursing will hold this session on the Portland Campus of UNE in Room 238, Blewett Nursing Building.

The program provides students the opportunity to pursue their degree with a clinical focus on adult, family, or pediatric area in one full day per week. Faculty come from Simmons and UNE and are fully accredited by the National League of Nursing. To reserve a place, please contact Marisa Hackim by calling 797-7261 x4309 or email at [mhackim@mailbox.une.edu](mailto:mhackim@mailbox.une.edu).

### What's It All About?

Maine Medical Center School of Surgical Technology

Open House

Wednesday, October 18, 1800-2000 hours

Southern Maine Technical College

Public Service Building, Room 111

Fort Road, South Portland

No reservations needed.

Call the School for more information, 767-9589

*Now accepting applications for the March and September Classes of 2001*

### Information Days

- Find out more about the MMC employee rate from Verizon Wireless, October 10 & 11, 1600-2000 hours, Ground Floor Bypass Corridor, or call Paul Flanagan, 232-7771
- Learn what services are available to you from Medical Services Federal Credit Union, October 16, 1130-1330 hours, Dana Center Lobby, or call 772-0808



# 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

Like new tires. 2 Cooper 175/70R13 and 2 Guardsman 175/70R13 mounted on Escort/Tracer rims. 4 Pacemark studded radial snow tires 175/70R13. \$25 each. Call 883-5683.

Two Kayaks – Boreal Design 16 ft fiberglass sea kayak w/rudder like new \$1,600. Boreal Design 16 ft plastic sea kayak w/rudder \$850; Large A/C works great \$25; One pair TDC cabinet stereo speakers \$50. Call 828-4421.

1998 Jeep Grand Cherokee Laredo 4 x 4. Excellent, brand new condition, loaded, towing package. \$19,500 or BO. Call 780-9947.

Mahogany roll top desk w/chair. Lots of drawers and cubbies. Marble writing area w/light. 54" w x 26" d x 51" h, \$250. Two matching med. size maple dressers, \$150 for pair. Call 775-5091.

Nine pieces of commercial weight equipment w/mats & mirrors. Great for body builder or healthnut! \$1,500 (must take all pieces). Call 865-4492.

1996 Subaru Outback, AWD, automatic, 58K, well maintained. Asking \$13,000. Call 281-2995.

1982 Honda CM450 Custom. Mint condition, less than 8K miles, no rust, lots of chrome, runs like new. Excellent beginners motorcycle. \$1,000 or BO. Books for \$1,300. Call 637-2474.

Woods floor model humidifier used very little; chimney cap. Call 797-7929.

1998 Ford F-250 XLT 4x4. Red, automatic, tow package, 38K miles. \$19,000. Call 829-6980.

1990 Champion bass boat & trailer. 18 ft, 150 hp Johnson, trolling motor, dual console. Lots of extras.

Unit has never been stored inside. 10K or BO. Call 283-1583.

1987 blue Isuzu Trooper, 4 WD. Runs well, inspected. \$1,500 or BO. Call 773-2638.

1995 Mazda MX6, automatic, PW/PL, AC, tilt, cruise control, security system, electric start, 71K miles. One owner, beautiful car inside & out. Asking \$7,500. Call 775-5274.

1997 Honda Prelude VTEC SH 5 spd, AC, moonroof, PL/PW, CD, very clean, green w/tan int., great on gas. \$17,500. Call 655-2315 8 - 6.

Thule rack for VW Jetta, like new \$90 or BO. Call 874-9394.

## FOR RENT

Pine Point, Scarborough: Cozy 2 BR cottage. Fully furnished. Available now through May. \$625/mo. Call 883-8131.

Falmouth Foreside: Charming 2 BR home w/spacious yard/garden; exc. school system; one-half mile from Town Landing; unfurn; no pets, N/S, sec/refs, \$1,100/mo. + utils; available Oct 1. Call 781-4640.

Old Orchard Beach: Condo in quiet, wooded area, close to beach, just off I195, 20 min from Portland. \$400/mo. includes utilities; refs. required. Call 934-1025.

Cape Elizabeth home: 3 plus BR, 1 car garage, nice neighborhood, fenced yard, available now. \$1,100/mo., sec. dep & ref. Call 627-4809.

Room for rent in quiet Cape residential home. K privileges, cable TV hookup, tel. Ans. Service, off street parking. \$285/mo., security deposit. Call 799-2928.

Beachfront apt., Grand Beach (25 min. drive). 2 BR, clean, updated. Deck overlooks water. Sept – June \$850/mo., heat incl. Call 797-0446.

Portland: Near BMC. 2 BR, eat-in K, LR, hardwood floors, ½ garage & driveway, W/D hook-up, quiet neighborhood. \$650/mo. plus utils.

The deadlines for announcement-length items and **MARKETPLACE** are October 11 for the October 25 issue and October 25 for the November 8 issue.

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

No pets, NS. Call 919-419-6184.

West End lg. 2 BR flat on entire 1<sup>st</sup> floor of historic landmark bldg. Sunny & bright w/tall ceilings & windows, wood floors. Basement & parking. \$1,200/mo. Call 772-3008.

## ROOMMATE WANTED

Looking for F NS to share large house in South Portland. Must be mature. \$85/wk incl. all utilities. Call 773-7142.

Single professional N/S F seeks same to share country condo in Windham. \$400/mo. plus ½ utilities. Call 892-6303.

Roommate for spacious, sunny, 2<sup>nd</sup> floor, 2 BR apt in Portland's East End. W/D, parking, 1 other occupant. \$337.50/mo. + utils. Call 774-3623.

## CHILD CARE

Home daycare in South Portland has openings. Open Monday through Thursday, 7:00 AM – 4:30 PM. Call 799-8373.

## WANTED

PT personal care attendant for quadriplegic 2 hrs in a.m., 2-3 days/wk for ADLs. Call 282-2455.

## SERVICES

Available for cleaning. Excellent refs. Reasonable rates 879-9059.



## What's Happening?

### at Maine Medical Center

All month **Healthviews**. Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.

- Oct. 13 Farewell Tea for Judy  
*See p.1* Stone, Board Room.
- Oct. 18 SST Open House, SMTC  
*See p.6* Call 767-9589.
- Oct. 23 Benefits Fairs begin, all  
*See p.2* week.
- Oct. 28 Diabetes Expo, Dana Center.
- Nov. 3 Boys to Men conference,  
*See p.1* USM. Call 874-8787.
- Nov. 6 *Connecting to Cancer Care*.  
*See p.2* Call 885-7680.



Even though MMC's Bramhall Entrance is temporarily closed, the Flower Box, Gift Shop, and Coffee Shop are open for business as usual!

Stop by for a snack, a flower for your desk, or to check out what's new in the Gift Shop!

Outreach Education Council Presents

*Dimensions of Clinical Assessment & Decision Making*

Day I: Friday, October 27, 2000

Day II: Friday, November 3, 2000

Dana Health Education Center

Accreditation Contact Hours: Day I: 6.1, Day II: 6.1

For a brochure or to register, call 871-2290

The Social Work Department invites you to a forum on

The Maine Death with Dignity Act

*What will your vote mean on the November Referendum?*

Friday, October 20, 1130--1300 hours

Dana Center Classroom 7

## About People

• **Marc E. Kruger, MD**, a third year Pulmonary and Critical Care Medicine Fellow at MMC, was awarded a first place prize for research at the 2nd Annual Northern New England Pulmonary Fellowship Conference. His original research talk, "Adverse Effects of Long-term Continuous Infusion Epoprostenol in Patients with Pulmonary Hypertension", was presented at the competition between pulmonary fellows from the University of Vermont, Dartmouth, Albany Medical College, and MMC, held at Dartmouth-Hitchcock Medical Center in September.

• **Gail Crocker**, Program Coordinator of Turning Point, is now the proud mother of an Olympic Gold Medalist! Son Ian medaled as a member of the US 4x100 medley relay team. The team also set a world record of 3:33:73 seconds. Ian swam the 100-meter butterfly, the third leg of the relay. Congratulations to Ian and his parents!

*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.

Learn about jobs available at MMC: [www.mmc.org](http://www.mmc.org)



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