

# What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

## MMC will close the cafeteria and open a market

*Thank you for your patience.*

The wait for Maine Medical Center's new market is almost over. The projected grand opening will be in June. During these months of renovation, MMC employees have been very patient and tolerant of the inconvenience of the temporary servery. Many of you have expressed your curiosity about the new market, including why MMC elected to undertake this project.

Part of our mission here at MMC has always been "to educate the community". The importance of eating a healthful diet to prevent chronic disease is now well understood. With nutrition news and the latest diet breakthroughs making headlines daily and with inspiring books on the bestseller lists, many of us are left feeling confused and frustrated.

Traditionally, cafeterias have offered very little selection in the way of healthful foods. Most do not provide nutrition information — federal law does not require it. The goal of Nutrition Services is to educate the MMC community about nutrition by providing you with new foods and tips you can take home with you.



In the new market, you will have the opportunity every day to choose a variety of healthful foods, as well as traditional standbys.

The new servery will no longer resemble a cafeteria but instead will be a festive environment where people can come together to purchase their meals and learn. Some of the exciting changes you can expect include a brick oven and pasta station, a gourmet grill, a healthy deli, the Maine Event, an expanded salad bar and fresh fruit station, and a stir fry deck where healthy entrees will be made to order while you watch. We'll even have guest chefs!

Nutrition staff have been searching cookbooks to find new and tasty recipes and favorite recipes from MMC's Turning Point and I Love Food programs will be featured. Experts from the MMC community, as well as chefs from local restaurants, will conduct cooking demonstrations. They will demonstrate for you a variety of healthy cooking techniques and offer great recipe ideas.

*What's Happening* will feature nutrition columns written



## Bring a buddy to the blood drive!

Blood supplies across the country have dropped to dangerously low levels. The American Red Cross has issued an emergency appeal for blood donations. Will you help?

MMC is sponsoring a "Blood Buddy" blood drive on Friday, February 18, from 0830 to 1600 hours in Dana Classrooms 7 and 9. Any donor who brings a buddy who has not previously donated at MMC will receive a t-shirt, as will the new donor. All first time donors will also receive T-shirts after donating.

BLOOD DRIVE, SEE P.2

*Cardiology Nursing*  
presents  
*A Fair of the Heart*



Friday, February 11  
0900-1500 hours

Dana Center Lobby

This annual event will promote lifestyle and alternative health behaviors that can help you maintain a healthy heart. You'll find blood pressure and cholesterol screenings and information on herbs, medication, smoking cessation, cardiac risk

CAFETERIA, SEE P.5

FAIR, SEE P.6

# MMC to kick off Annual Giving Campaign

The Employee Division of MMC's 2000 Annual Giving Campaign kicks off Thursday, February 17. Information tables will be set up that day in the main ground floor hallway at the Bramhall Campus and at locations at other MMC campuses.

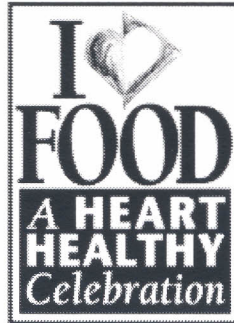
An employee in each department will represent the campaign in their area, distributing pledge sheets, providing information, and showing a video about the importance of the Annual Giving Program and how it benefits MMC and the work we do.

The committee planning this event has worked together to make this campaign the most successful ever! Dan Bergeron, ASU/PACU, and Tom Cryan, Patient Accounts, co-chair the committee: Eric Anderson, Information Services; Bob Barber, Distribution; Sabin Burnham, Patient Accounts; Karen Colby, Emergency Medicine; Sandra Colello, R6; Beth Creeden, Nutrition Services; Martha Davoli, Public Information; Deborah Dolan, R6; Peggy Doliner, Central Supply; Kevin Griffin, R5; Mary Keysor, Nutrition Services; Donna Libby, Staffing Office; Pam Searles, Medical Quality; Betsy St. Germain, Oncology; Jan Trott, MMCRI; and Julie Wooden, Information Services.

MMC's School of Surgical Technology is now accepting applications for the March 2000 class. Deadline is February 14. FMI, call 767-9589.

## Sample the Spice of India

Come warm up from the cold with an Indian feast and a Tai Chi demonstration.



Space is limited. Register today.

Tuesday, February 29, 1800 - 2000 hours

Dana Center Auditorium

Cost: \$5 MMC employees

\$10 all others

To register: 871-2196

## *End of Life Care: Current Issues and Practical Approaches*

a conference featuring

**The Alex Cairns Memorial Lecture**

(open to the public)

*Ethics & Spirituality in Health Care*

presented by

**Hank Dunn, M.Div.**

**Staff Chaplain, Hospice of Northern Virginia**

Friday, March 24, 0900-1000 hours

Dana Health Education Center

To attend the keynote presentation noted above, to request information about the entire End of Life Care conference (March 24-25), or to learn more about EPEC (Educating Physicians on End-of-Life Care), contact the Maine Medical Association, 622-3374 or [klunner@ctel.net](mailto:klunner@ctel.net).

*Presented by the Maine Medical Association and Maine Medical Center*

BLOOD DRIVE, FROM P. 1

At MMC's December blood drive, 105 people donated 97 pints of blood. Twelve of the donors were from Nursing Services, making that the department with the highest participa-

tion, so Max the Moose moved in with them. Honorable mention went to Pastoral Services.

Come February 18, if your department has the best participation, Max will come to stay with you! Will you take the challenge and do your part to help increase the blood supply?

# 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.*

### Helping us Breathe a Little Easier

Helping us to breathe a little easier — that would be a good way to describe the role of the 60 plus staff who make up the Pulmonary Medicine Department at MMC. The physicians, respiratory therapists, and support staff all play a vital role in carrying out the many responsibilities of the department. Under the medical direction of Stephen Mette, MD, and the administrative leadership of Chris Hirsh, RT, MPH, Pulmonary staff wear many different hats, from helping patients wean off ventilators so they can breathe on their own to helping someone beat an addiction to smoking.

With the onslaught of winter and the flu season, many patients who suffer with chronic lung conditions or who have come down with pneumonia require the helping hand of a respiratory therapist. Respiratory problems do seem to peak at this time of year but any dramatic swings in temperature or humidity levels can really affect people with chronic conditions, such as asthma, according to Charlie

Kettell, RT, a 22-year veteran of the department.

The respiratory therapists who work with our inpatient customers can find themselves working in many different areas of the hospital, from a Med/Surg Unit to the Emergency Department. Since many of the patients who receive pulmonary care are among our sickest, therapists spend a majority of their time

working in intensive care areas such as the Special Care Unit (SCU), Neo-Natal Intensive Care Unit (NICU), and the Post - Anesthesia Care Unit (PACU). Patients who have undergone major procedures, such as open-heart surgery, usually require the use of ventilators to breathe and need the skill of a therapist in recovery. The therapists work with patients of all ages, from adults who may be on one of the cardiac units to newborns in NICU. In the Pulmonary Function Lab, diagnostic testing and screening is done to detect lung disease or anything that may restrict the free flow of air in and out of the lungs. The Function Lab also performs the “Methacholine Challenge”, which is a



Charlie Kettell, RT, demonstrates the use of a trachea model used for patient education. AV Photo.

very precise way to pinpoint a person's sensitivity to a particular irritant. Pulmonary staff involved with Hemodynamics usually work in SCU, assisting with cardiac output measurements, percutaneous tracheas, and pressure lines. Charlie Kettell says staff also place a big emphasis on "mobilizing people" with the help of portable ventilators. This allows patients to be transported to other areas of the hospital for more services or to just get a much-needed change of scenery.

Often teaming up with speech therapists, the pulmonary folks also help patients on ventilators to speak. "Extremely rewarding" is how Charlie described the process of helping patients talk while on a vent. He recalled a particular situation in which he helped a patient talk while being ventilated, which enabled her to communicate with family and friends and also gave her an opportunity to address end of life issues. Respiratory therapists, along with other clinical staff, respond to Code 99 calls as well.

The work of the Pulmonary Department is not limited to inpatients. For instance, on the Brighton Campus, an Outpatient Pulmonary Rehabilitation Program is in place, which helps educate patients on breathing techniques, secretion clearance, and the proper use of medications. There is a pilot Outpatient Asthma Class being conducted in Portland at the Family Practice Center on Munjoy Hill. Several times a year, the department also offers employees and the general public free Smoking Cessation

classes. The work of the department is not even confined to the Greater Portland area. Therapists assist with the transport of critically ill children to Maine Medical Center via the Neo-Natal/Pediatric Critical Care Transport Unit. Last year, they helped transport approximately 200 children from all over Maine and parts of New Hampshire to MMC.

You would think for a department this busy, there wouldn't be enough time for anything else, but Pulmonary is also heavily involved with sleep. Not sleeping on the job obviously, but helping adult and pediatric patients with sleep apnea (severe snoring) to get a better night's rest through the Sleep Study program. The department also provides a clinical setting for students pursuing a

Registered Therapist degree a chance to get hands-on experience with patients. Some of the staff are involved in research dealing with high frequency ventilation, while others contribute their vast array of knowledge to journals dealing with pulmonary medicine.

Helping our patients get off ventilators or speak while on them can be difficult and frustrating, but the many rewards make the effort worth it. By providing treatment and education with heavy doses of encouragement, Pulmonary staff make a difference in people's lives every day. Charlie Kettell remembers a thank-you note he received from a patient that simply said, "Just wanted you to know that I'm still breathing on my own". And for that, all of us in healthcare can breathe a little easier.

## MMC Quality Indicators: Continuing in the Right Direction

In the September 1999 issue of *Caring*, we reported 1<sup>st</sup> and 2<sup>nd</sup> Quarter patient survey results that the medical center tracks as part of our overall Performance Improvement Plan. These include the Daily Care, Hospital Quality, and Total Process categories from our inpatient surveys. Now we are pleased to report data from the 3<sup>rd</sup> and 4<sup>th</sup> Quarters of Fiscal Year 99. A reminder: An overall score of 75% is considered "very good".

	Target	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr
Daily Care	77	75.8	77.6
Hospital Quality	78	75.7	78.7
Total Process	75	72.9	74.2

If you would like to see our latest survey results or if you need assistance interpreting results, please call Cindy Bridgham or Jeff Gregory in the CPQI department at 871-2009.

*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.*

## "Quit & Win"

*MMC Employees, Family Members, and Volunteers...*

*Quit Smoking (or stay Quit)*

*for 5 weeks and win up to \$500!*

Quit smoking (recent quitters stay quit) by February 14. Stay quit for five weeks and get a chance to win cash and other prizes, or help an employee or family member quit and you can win also!

Call the Tobacco Independence Program at 871-2768.

They'll send you a brochure and registration form, or you can pick one up at Human Resources. Sign up by February 14.

*Sponsored by MMC's Tobacco Independence Program  
Division of Pulmonary/Critical Care Medicine*

CAFETERIA, FROM P. 1

by one of MMC's registered dietitians. Topics will range from the benefits of soy in our diets to the importance of folic acid during pregnancy.

Look for a nutrition information board in the new market where recipes will be posted, valuable nutrition information shared, and your questions answered.



Although the vision of what the new market will be is clear, it does not yet have a name. Since it is your market, we are looking for your suggestions. Watch for a suggestion box in the Cafeteria!

## MMC mobile phone customers to switch to better plan

MMC's Bell Atlantic Mobile (formerly Maine Wireless) phone customers, both corporate and individual employees, received letters recently telling of rate changes. We asked the vendor for a detailed explanation of the options available under the plan already in effect.

The old Maine Wireless Plan (PLQ7) was \$9.00 per line per month. The airtime rate was \$0.34 cents per minute peak time (0700 to 1859 hours) Monday-Friday, and free off-peak (1900 to 0659 hours) Monday-Friday, as well as all day Saturday and Sunday. Free off-peak applies in Cumberland, Androscoggin, and Sagadahoc Counties in Maine. The roaming rate for the rest of Maine to Rhode Island was \$0.34 cents per minute 24 hours a day, Monday-Sunday.

The new Bell Atlantic Plan (\$ME4) is \$9.00 per month per line, \$0.34 cents per minute peak time (0700 to 1959 hours) Monday-Friday, and unlimited

free off-peak time (2000 to 0659 hours) Monday-Friday and all day Saturday, Sunday, and major holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). The free off-peak airtime rate now applies to a larger area: (Androscoggin, Cumberland, Sagadahoc, York, Oxford, Franklin, Kennebec, Lincoln, Knox, Waldo, and Penobscot Counties).

The free off-peak airtime includes any Bell Atlantic Mobile System in New Hampshire, Massachusetts, Rhode Island, and Vermont. The new plan also includes in-state and local tolls when placing the call from Androscoggin, Cumberland, and Sagadahoc counties to any 207 exchange. Bell Atlantic Mobile has also decreased interstate tolls to \$0.09 cents per minute when the user places the call from the local Bell Atlantic Mobile System.

All existing MMC corporate and employee phones currently on the old Maine Wireless corporate plan will automatically convert to this new plan on February 21 unless the individual or department chooses another Bell Atlantic Mobile plan before this date. This rate will be grandfathered until the individual or department upgrades their plan or equipment. No new accounts will be allowed to activate under this new plan, but will be offered other corporate and employee plans.

If a MMC department or employee spends more than \$30 a month on their current plan, they may wish to convert their analog phone and plan to a new digital phone and plan. This would reduce their cost and give them the enhanced features of digital technology.

If you have questions about your existing Bell Atlantic plan, please call Randy Caswell, Bell Atlantic Mobile, at 233-2341 or e-mail him at [caswera@bam.com](mailto:caswera@bam.com).

## Simmons/UNE program offers info session

Are you a RN seeking a master's degree, a nurse practitioner with a bachelor's degree, or a master's prepared nurse seeking NP certification? Learn about the Simmons/UNE Partnership Program in Primary Health Care Nursing Thursday, February 10, from 1700 – 1900 hours, at UNE's Portland campus in Room 238, Blewett Nursing Building.

The program allows students to pursue a degree with a clinical focus on Adult, Family, or Pediatric areas in one full day per week on the Portland campus. First-rate faculty come from both Simmons and UNE and are fully accredited by the National League of Nursing.

To reserve a place, call Carole Moor at 797-7261 x4309 or e-mail her at [cmoor@mailbox.une.edu](mailto:cmoor@mailbox.une.edu).

## ACLS & PALS

### Advanced Cardiac Life Support Course

*For healthcare professionals who have the responsibility of caring for and resuscitating adults*

Next offered:

March 28 & April 4

### Pediatric Advanced Life Support Course

*For healthcare professionals who have the responsibility of caring for and resuscitating children*

Next offered:

March 14 & March 16

Contact Cheryl Bickford, 871-4173, for more information.

## Get your hockey tickets for Healthcare Day with the Pirates

It's Healthcare Day at the Portland Pirates and MMC has discount tickets! The Portland Pirates will host the St. John's Maple Leafs on Sunday, February 20, at 1505 hours. Tickets are \$7.

To sign up for tickets, stop by Public Information for a form or print it from the Public Information Intranet site. Forms must be returned to Public Information by 1630 hours on February 10.

Don't forget to bring your skates to skate with the players after the game!

## Bed racers wanted

The February 20 game will also feature the biannual On Ice Bed Race. We're looking for five employees to represent MMC as we compete against teams from other hospitals. Four racers will push the bed while one racer acts as a patient. If you're interested, contact Avery Kamila in Public Information at 871-2196.

## Do you have diabetes?

Volunteers are needed for a physician supervised research project to evaluate a medication which may be useful in treating non-insulin dependent (Type 2) diabetes. Qualified participants will receive:

- physical exams
- electrocardiograms
- laboratory services
- glucose monitors
- dietary instructions
- study medication

For more information, call:

**Maine Medical Center Research Institute**  
Clinical Research Division  
Clinical Trials Center  
774-4161

Dial S-O-U-P (that's x7687) to hear the Coffee Shop's daily breakfast, lunch, salad, and soup specials!



*Don't forget the dessert special!*

FAIR, FROM P. I

factors, Heart Healthy diet, exercise benefits, and massage therapy. And, as always, door prizes! Jane Cleaves, RN, and Alberta Bourque, RN, co-chair the event, with help from peers on R7, R1, R9, Turning Point, Pulmonary Medicine, and Pharmacy.

# 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

10 awesome M & F English Setter pups. Hall of Fame blood lines. Call 773-5144.

Scarborough house: 1 mile to Scarborough Beach. Beautiful cape on 1/2 acre. Quiet neighborhood, newly painted inside & out. Call 885-0833.

Philips WebTV plus unit w/external wireless keyboard. Combined cost new \$250. Will sell for \$125 or BO. Call 878-9410 after 1500 hours.

Contemporary house, 4 BR, open concept, 20 or 30 acres, quiet road close to turnpike exit in Gray. Many extras. \$180,000 or \$212,000. Call 657-2104.

1989 Chevy Celebrity. New battery, new starter, new alternator, rebuilt transmission 9/98. Needs some minor body work, runs well. \$500. Call 774-4950.

1995 Jeep Grand Cherokee Laredo. Auto., 6 cylinder, 4WD, power windows & locks, tinted windows, remote start, cruise, AC, new tires, towing pkg., overhead console, running boards, rear defroster, 54,500 miles. \$14,900. Call 774-7050 evenings.

1995 Pontiac Bonneville SSEI. Super charged. 52K miles, exc. shape, loaded, display on windshield, shift option, leather interior. \$13,200 or BO. Call 854-1343.

Small baby grand piano (Krakauer). \$1,200. Call x6204 or 797-7629 eves.

## FOR RENT

Short term home: 3 BR, 1 BA, close to MMC Brighton Campus. LR & Kitchen, both w/fireplaces, 1 car garage. Pets negotiable. \$1,000/mo. Call 878-8297.

North Scarborough: Large new attractive 2 BR apt. 2 acres, great schools, 1<sup>st</sup> floor, washer/dryer hookup, no pets/smokers, lease, security deposit, references. \$800/mo., heat/hot water included. Call 839-7932. Available Feb. 1.

Scarborough apt. View of beach, private wooded area. Elderly lady will share large split level house. Furnished private apt. includes BR, cooking facilities, BA, jacuzzi, all purpose room, LR w/fireplace. \$700/mo. - negotiable. Call 883-2679 for apt. after 1600 hours.

Waterfront cottage, sleeps 10 comfortably. Includes all amenities plus floating dock, canoe and great view of mountains. One hour from Portland. \$600/mo. Call 885-5884.

Portland house near BMC. 4 BR, 1.5 BA. \$1,100/mo. + utilities. Call 871-2139.

## ROOMMATE WANTED

Two young professional active males looking for a 3<sup>rd</sup> roommate. M/F, non-smoker. Furnished apt. in Deering neighborhood. \$300/mo. + 1/3 utilities. Call 879-7949.

Responsible M/F to share 2 BR apt. in USM area. Easy going & considerate. Lots of storage, parking. \$325/mo. + security deposit & 1/2 elec. Heat & hot water included. Available 2/1. Call 415-2773.

## CHILD CARE

Nanny/Teacher w/12+ years experience seeking 20 - 30 hour position with medical benefits. Extremely flexible and reliable. Excellent references. Call 892-1314.

Well-organized, flexible program where children learn, play & grow. Full- or part-time openings, 6 weeks to 8 years. First aid & CPR certified staff. Fenced yard. S. Portland, open 0730-1800 hours. Call 879-1519.

The deadlines for announcement-length items and **MARKETPLACE** are February 16 for the March 1 issue and March 1 for the March 1 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.

## WANTED

Home for free 6 year old F Golden Retriever. Call 286-8172 Tues.-Sat. Pair of Granny lace up shoes, white, size 7 1/2 med. For April wedding. Also, large mahogany bedroom bureau. Call 878-1361 or x6198.

## SERVICES

Odd jobs including interior painting & dump runs. References. Insured. Free estimates. Reasonable rates. Call 657-6345.

Carpentry services, no job too small. Free estimates, low rates. Call 883-4232.

Interior painting & papering, plaster and sheetrock repair. Quality work, reasonable rates. Free estimates, references, insured. Booking for spring/summer exterior painting. Call 772-2626.

*The Depressed--Manic Depressed Portland Group meets every Monday evening, 1900--2100 hours, in Dana Center Classroom 2*  
**A peer support program for people dealing with depression and manic-depression.**

## What's Happening?

### at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- Feb. 11** A Fair of the Heart, Dana Center.  
*See p.1*
- Feb. 11** Photo Contest entry deadline. Call 871-2196.
- Feb. 14** Quit & Win enrollment deadline.  
*See p.5*
- Feb. 14** Surgical Technology application deadline.  
*See p.2*
- Feb. 17** Employee Annual Giving Campaign begins.  
*See p.2*
- Feb. 18** *Blood Buddy* blood drive. Dana Center.  
*See p.1*
- Feb. 20** Healthcare Day with the Pirates.  
*See p.6*
- Feb. 28** Employee Photo Contest display, through March 10. Dana Lobby
- Feb. 29** *I Love Food*, 1800-2000 hours, Dana Center.  
*See p.2*
- Mar. 14** PALS course begins, 2 days.  
*See p.6*
- Mar. 24** EPEC Conference: Alex Cairns Memorial Lecture.  
*See p.2*

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

- 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.

## Congress Street parking garage opens

The parking garage at the new Congress Street Medical Building (CMB) is open, and many Bramhall Campus employees who park off-site can now park closer to the hospital!

Last week, the Parking Office began issuing a new red decal to each new employee enrolling in MMC's parking program. These decals represent a "third tier" to the parking program. New employees with red decals will park at the First Atlantic Lot during the day shift; they may not park at the CMB.

Employees with yellow decals will park in the Gilman Ramp; if it is full, they may park in the CMB. Green decal holders will park at the CMB. When the CMB is full, green and yellow decal holders will park at First Atlantic. After 1400 hours, the Gilman Ramp opens to any employee in the parking program.

With the opening of the garage at the CMB, use of the Gateway Garage by employees who work at the Bramhall Campus will phase out. As of March 1, only employees who work in the Gateway building and hold Gateway Garage access cards may park there. Those who still park at the Gateway and work at the Bramhall Campus are asked to return their access cards to the Parking Office as soon as possible; these cards will no longer be valid after February 18. A fee will be charged for lost cards.

First Atlantic will now be the only lot with shuttle support for *Bramhall Campus* employees who park off-site.

If you have questions about parking, please call 871-2123 or send e-mail to [hobars@mail.mmc.org](mailto:hobars@mail.mmc.org).

For a listing of  
MaineHealth classes in the  
*Healthy  
Children & Family*



*Series,*  
call 781-1730.

*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.

## What's Happening?

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