

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

MMC Board elects officers, trustees

At its annual meeting November 4, Maine Medical Center's Board of Trustees elected members and officers.

Robert A. Sturges, MD, Greater Portland Medical Group, and David E. Wennberg, MD, Director of Health Services Research at Maine Medical Center, were elected as new trustees. Board members Meg Baxter, President, United Way of Greater Portland; Eleanor M. Baker, Principal, Baker, Newman & Noyes; Peter L. Haynes, Chairman of the Board, Boys and Girls Clubs of America; and George S. Isaacson, Esq., Brann & Isaacson were reelected for four-year terms.

Deep appreciation was expressed by the Board to retiring trustee Newell A. Augur, Jr., MD, who served for 10 years.

Hugh G. Farrington, President and Chief Executive Officer, Hannaford Brothers, was elected Chairman of the Board. Vincent S. Conti is President, John E. Heye is Treasurer and Registered Agent, and John D. Duncan, Esq., is Secretary. Other officers are Richard W. Petersen, Executive Vice President and Chief Operating Officer; F. Stephen Larned, MD, Vice President,

TRUSTEES, SEE P.2

Holiday at the Center MMC celebrates the season

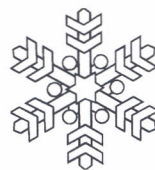
Maine Medical Center will celebrate *Holiday at the Center* with receptions to be held this year the week of December 13.

MMC starts the day Wednesday, December 15, with a special Morning Reception for third shift



employees from 0530 to 0830 hours in the Cafeteria. Revelers will enjoy brunch and music of the season.

Retirees, volunteers, and first and second shift employees will attend an Afternoon Reception



from 1330 to 1800 hours in the Dana Center, where they will enjoy a holiday buffet and "Music by Hollywood" with DJ Bill Henderson. The whole first floor of the Dana Center will be given over to the festive occasion.

Even though the Cafeteria is undergoing extensive renovation, Nutrition Services plans to serve up its usual plentiful feast. A refrigerated truck will be parked outside the Dana Center for the day as there are



HOLIDAY, SEE P.6

MMC Y2K Contingency Planning Staffing

This, the final installment in the series on Y2K Contingency Planning efforts here at MMC, discusses plans for staffing. While MMC expects "business as usual" on New Year's Eve, we are both committed and prepared to augment regular staffing should it be necessary. Each department head completed a questionnaire evaluating department staffing levels for the 72-hour period from 2300 hours on Friday, December 31, through 2300 hours on Monday, January

3, 2000. The following guidelines will be used to plan staffing during this time period:

- Staffing should be planned based on normal staffing levels for the New Year's holiday/weekend schedules.

- In order to create a staffing "safety net", employees who could be called into work if an event were to occur should be identified. These employees can be placed "on-call" for this 72-hour period.

Y2K, SEE P.6

Happy Holidays
from the



Massage Therapy Program
to MMC Employees!

Register for a complimentary
10-minute massage at MMC
either Tuesday, December 14,
1200-1600 hours, or
Thursday, December 16,
0900-1300 hours.



You must register for a
session by calling the
Massage Therapy Program
at 871-5068.

We're sorry, no drop-ins.



TRUSTEES, FROM P. 1

Medical Affairs; Judith T. Stone, RN, Vice President, Nursing and Patient Services; John E. Heye, Vice President, Finance; Paul D. Gray, Vice President, Planning; Paula S. Squires, Vice President, Human Resources; Dennis P. King, Vice President, Behavioral Health; and Michael J. Ryan, Vice President, Operations. Donald E. Quigley, Esq., was elected Assistant Secretary.

Maine Medical Center's trustees serve on the governing body as volunteers elected to represent the community the hospital serves.

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!

Healthviews

Maine Medical Center's Health Information Television Program

Watch the next *Healthviews* for

- An exercise physiologist stresses physical activity for 5-12 year olds
- Local physicians discuss what leads teens to risky behavior, signs of substance abuse, and finding local resources
- And in the MaineHealth Kitchen: Roasted Potato Salad

Healthviews airs on Community Television Network TV4,
Thursdays at 2 PM and 8 PM; Fridays at 7 AM.

For more information, call Janet Alexander, MaineHealth, 775-7001.
Maine Medical Center is a member of the MaineHealth family.



What are United Way campaign co-chairs Jeff Sanborn, Safety Manager, and Suneela Nayak, RN, MS, Staff Development Specialist, giving to Marie Kimball? Read below to find out! PI photo.

Employees make United Way campaign a success

MMC's very successful 1999 United Way campaign has drawn to a close, surpassing our fundraising goal of \$120,000. Thank you to all for participating! We raised \$133,117.10!!

Everyone who returned their pledge card was entered in a drawing for \$2,000 in travel to any destination. And the prize went to ... Marie Kimball, Budget and Reimbursement! The winners of daily \$50 L.L.Bean Gift Certificate drawings are Greta McKenzie, Accounting; David Seale, R3; Deborah Geheb, Pulmonary; Patricia Smith, Cafeteria; Sarah Dalton, Physical Therapy; Kim LHeureux, P2D; Sherry Rodney, Admitting; Jean McKenney-Dinitto, Environmental Services; Mary Karen Delgizzi, Family Birth Center; Beletu Abebe Smith, Environmental Services; and Nhut Nguyen, Computer Services.

Thank you for helping to make a difference for the Greater Portland community!

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.

It All Comes Out in the Wash

How many loads of laundry do *you* do in a day or a week? Your answer is bound to be... too many! Let's put this all into perspective and see how much dirty/clean linen our folks in the Linen Services Department here at MMC handle every day of the year!

Bob Brainard, Linen Services Manager, has worked in the MMC laundry more than 32 years. He says the 28 employees who work in Linen Services process almost 5 million pounds of laundry in a year! That amounts to well over 13,000 pounds every day! Incredible!

There is no way this amount of work could be done without 'state of the art' machinery and some of the hardest working people around! Jonathan Flink, Engineering Supervisor, is the primary person responsible for keeping these huge and complicated machines running day after day. Bob smiles as he describes the dedication and strong work ethic of the people in his department. Let's take Chhoeurth Phin for example. Chhoeurth

came to work in the laundry in 1982 and has been running ever since! He and his wife have two daughters, one of whom is attending Bowdoin College. He can be seen guiding huge piles of washed sheets (3,600 a day), hospital gowns, towels, OR drapes, and thermal blankets, through the three dryers, which can handle 200 pounds of wet

linens each! Sopheap, Chhoeurth's wife, also works in the laundry. She is one of several men and women who fold, stack, and deliver all of our linen not only to all of the inpatient and outpatient care units here on the Bramhall campus, but to a total of 28 outside locations. Are you impressed yet? This writer certainly was after taking a tour of this department.

Visiting the department and standing in the middle of the entire operation gives one a sense of the tremendous teamwork that is present where everyone knows what their job



Meet some of the Linen Services staff who process more than 13,000 pounds of laundry each day. From left: Chhoeurth Phin, Phuong Truong, Mai Ngo, Yorn Oul, Souuann Meas, and Sopheap Phin. AV photo.

is but is ever ready to pitch in and cover for someone else so that production does not fail. MMC's Linen Services department is one of the most efficient in the country when benchmarked against facilities of similar size.

Linen Services employees make up one of the most culturally diverse groups at MMC with four major ethnic populations represented and fully 30% of the workforce non native-born Americans. "This makes for very interesting staff meetings," says Dan Nein, Director of Environmental Services, "because we can have

one or more foreign language interpreters present. This is a pretty dedicated group who are here to provide the best service that is humanly possible," he says proudly.

One example of the 'human touch' is evident when a call comes down from a staff member looking for a lost patient item that mistakenly ended up in the dirty laundry. All linen is pre-sorted by hand so that even small items can frequently be recovered and returned to surprised and very pleased



patients. They have recovered everything from a very special beanie baby to a tiny guardian angel pin that a patient had been given by a family member to bring good luck! A

major 'magic moment' in the making. Although not every lost item can be recovered, these folks do a great job, including recovering a pillowcase full of surgical instruments each day! Whether it's stethoscopes, dentures, or surgical scissors, it all adds up to dollars saved for MMC.

One last thought. Linen is a reusable resource, but it is also a significant expense for the hospital. We are urged to give some thought as to how to use it most efficiently while still providing an excellent service to our patients.

A big THANK YOU to Linen Services staff for providing all of our patients and many of us with clean scrubs, linens and an occasional *angel pin*!

Environmental Services Cares!

Environmental Services has come up with a great idea to let our patients know more about their services. Over a year ago, they began placing a tent card, note pad, and pencil at each clean patient bedside. The Environmental Services phone number is given so patients can call directly with any service concerns. They also place a card at the bedside to indicate their cleaning presence that day. The paper and pencil come in handy so patients can note questions they may want to ask their doctor or nurse. The response from patients has been very positive.

We would love to hear what steps you are taking to improve services to patients all over MMC. We will publish them in future issues of 'Caring To Make A Difference'.

Accent on Excellence

How to create positive co-worker relationships in healthcare:

- Respect people's differences. If everyone you work with were exactly like you, you would probably get bored real fast. Treating people with respect and dignity is an important part of your job.
- Think positive! Make your positive upbeat energy and attitude contagious to everyone around you.
- Acknowledge your co-workers. Express interest in your peers. Ask their advice. Be concerned. Invite opinions.
- Listen. Pay genuine attention. Don't act defensively.
- Appreciate others. Say "thank you." A written note is also appreciated.
- Pitch in and help out. Even if it isn't your job. You are all part of the same team. Remember, cooperation is contagious.
- Live up to your end of the job. Follow through on every task. People depend on you.
- Respect people's time and priorities. Be considerate. Be alert to cues that they are pressed and want to return to their work.
- Admit your mistakes. Take responsibility — then apologize.
- Invest in other parts of your life. The more you invest in your life, the more at ease and effective you are likely to become at work.

Source: The Einstein Consulting Group

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.

Weight Watchers At Work continues

A new series of Weight Watchers meetings begins soon, with two meeting times to choose from: Tuesdays at 1200 hours in Dana Classroom 9 and Thursdays at 1530 hours in Classroom 1.

This will be a 15-week series at a cost of \$150. Payment is expected at the first meeting; payroll deduction is available. To sign up for the Tuesday class, come to an Open House November 30 at 1200 hours in Classroom 9. Or come to the first meeting of the series you want to attend: Tuesday, December 7, or Thursday, December 9 (see meeting times and locations above).

A new ten-week series just began at MMC-Scarborough.

If you have questions about joining Weight Watchers At Work, please call Martha Davoli in Public Information, 871-2196.

Flu Vaccine for MMC Employees, Retirees, Volunteers

Call Employee Health to
make an appointment,
871-4011,
weekdays, 0730-1600 hours.
7 Bramhall Street
(across from Dana Center)
Check in with blue card.
Units interested in
"self-administration",
call Donna Ross, 871-4011

Breathe Easier

Want to Learn More About Your Asthma?

A free program offered by MMC for adults with asthma

Learn

- asthma management skills
- more about your medications
- how others cope with asthma
- how to recognize, understand, and manage symptoms

Thursdays in January, 1900-2030 hours

MMC Family Practice Center

Corner of India and Congress Streets, Portland

Breathe Easier is free, but group size is limited. Participants must be able to commit to four Thursday evenings; registration is necessary.

For information and registration, call Paul Jones, 871-4578.



The Medical Center Singers

present their

Holiday Concert

Friday, December 3, 1900 hours

Dana Center Auditorium

*Come and enjoy holiday favorites, traditional carols,
Hebrew selections, and African music.*

Refreshments served. Free admission and open to the public.



Employee Appreciation Week Focus Group

Are you interested in brainstorming ideas and activities for MMC's annual Employee Appreciation Week? Please join us!

A focus group will meet **Monday, December 6, 1500-1600 hours, in Dana Classroom 4** to discuss the design of MMC's Employee Appreciation Week. If you have ideas from past or present experience, we'd love to hear from you.

If you are unable to attend the brainstorming session but would like to share your ideas, please contact Stephanie Smith (871-2536 or smithsa) or Laurie Davis (871-4789 or davisl).

Y2K, FROM P.1

- Certain employees, already identified, will be on-site beginning the evening of December 31. These employees represent Information Systems, Clinical Engineering, Engineering, Materials Management, and other departments.

- Should there be a disruption in service, managers and staff will contact their respective departments at pre-determined times. Contact will be by telephone. If telephone service is unavailable, staff should listen to radio station WGAN or WCSH-TV Channel 6 for potential MMC announcements.

- Department-specific instructions are being discussed within each department.

Healthcare organizations have always placed importance on being prepared for the unexpected. You have seen how this has worked for us during water

outages, ice storms, and other situations. MMC has a disaster preparedness plan — Plan One — that was originally developed to deal with our response to an unexpected influx of patients due to some community calamity. This plan has served us well as we have used it to mobilize in response to other unexpected events. Plan One has proven many times the wisdom and value of planning for the unexpected, because its strength has been its focus on notification and mobilization of people to deal with whatever event comes our way.

You can tell from this series of articles on Y2K that MMC has been planning for this event for some time and in very deliberate ways to cover contingencies of equipment, supplies, facilities, and staffing. We hope these Y2K Contingency Planning articles have been informative for you.

Reserve a window to decorate

MMC's annual holiday festivities will kick off with the Window Decorating Contest on Wednesday, December 8, from 1600 to 1900 hours at both the MMC and Brighton campuses.

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

Contact Christina Swasey in Human Resources at 871-2974 or e-mail swasec@mail.mmc.org to reserve your window at the MMC campus. Get in touch with Nancy Jackson at 879-8328 at the Brighton campus. Windows are limited (4 at Brighton, 14 at MMC) so reserve yours today!

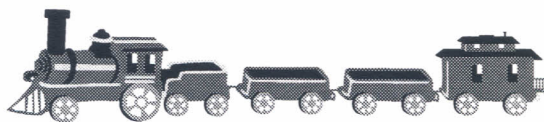
Local band donates toys to

Barbara Bush Children's Hospital at MMC

On behalf of the band Jaybird Street, Jill Williams and her son Spencer visited Maine Medical Center September 29 and delivered toys to the Barbara Bush Children's Hospital for kids of all ages. Williams' husband Guy is a member of the band.

Jaybird Street had raised \$1,300 at a dance held in May. Using a wish list provided by Child Life staff, the Williams family purchased crib mobiles, pop-up toys, videos, cassette tapes, CDs and CD players, art supplies, bead kits, and board games for all ages. In fact, they were able to buy everything on the wish list!

After delivering the toys and marking them for the Playroom or Family Center, the Williams family played with the kids, who were already enjoying the toys just delivered!



HOLIDAY, FROM P.1

no food service facilities in that building; hot foods will be transported from the Kitchen. The Cafeteria and Courtyard Cantina kiosk will close at 1230 hours to allow for reception preparations; the Dana Cafe kiosk will not be open on the 15th since the Dana Center will be closed for the day.

MMC's Brighton Campus will host its party on Tuesday, December 14, and the Scarborough Campus will celebrate on Thursday, December 16, both from 1400 to 1800 hours.

Come and celebrate *Holiday at the Center* with us!



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

Four tickets to Portland Symphony "Magic of Christmas" Saturday, Dec. 11, 1400 hours. Tickets for 2 adults & 2 children. Call 797-5349.

Queen size mattress, box spring & frame; like new. \$75 for quick sale. Call 829-4442.

1989 Ford Escort LX, 2 dr HB, automatic, white, runs excellent. Great condition interior and exterior. All maintenance records. 92K mi., \$1,995. Call 854-8055.

12.1 x 9.25 Indo Ferrghan Oriental rug. Brown w/blue. Excellent condition. Certificate of appraisal. \$4,700. Offers accepted. Call 767-9931.

1982 VW Westfalia Camper Bus 30K mi. on rebuilt engine. 4 sp. Many new parts, sleeps 4. Everything works, no rust, runs well. \$6,500 or BO. Call 332-3972.

Pine rolltop desk. \$450. Call 284-4651.

1997 Dale Earnhart 1:24 scale Wheaties car, \$150 or BO; Portland Pirates Starter coat, pullover, \$100 or BO. Call 934-9504.

1990 Saab 900, 3DR hatch, 116K mi., blue, one owner, \$4,500. Call 797-8316.

S. Portland 3 family house. Lg. units (4 2 & 1 BR) unique architecture, skylights, wide pine & hdwd floors, pkg., lg. yard, K & BA updated; decks, very sunny. Call 773-6067.

Epiphone Les Paul Special 2 electric guitar, \$125; w/hard shell case, \$200. Like new. Call 773-7142.

Maternity clothes. 4 lg. boxes. 100+ pieces. Dresses, pants, shirts. All seasons. Asking \$100 or BO. Queen size waterbed frame, \$35. Baby "jolly jumper" (hangs from door

frame), \$10. Call 839-3941.

GE electric stove w/4 burners. Needs to go. Call 839-6304.

Twin size box spring bed, only 1 YO, excellent condition. Mattress not included, \$35; twin size metal bed frame, \$10. Call 767-3219.

1994 Ford Taurus Wagon GL. Excellent condition, silver, 3rd seat. Luggage rack, 82K mi. \$5,950. Call 829-6232.

Child's black Jofa ski helmet, size 57-58, \$20; women's white rear entry Raichle ski boots, size 6, \$20; men's black conventional side buckle Raichle ski boots, size 8, \$20. Call 929-4076.

Schwinn boy's 20" bicycle, red, \$75; boy's 20", "dirt bike style" bicycle, \$90; Bauer hockey skates, boy's size 8, worn twice, \$30; Longaberger tulip basket, protector, liner, \$100; Generics snowboard, 141cm starter for 11-12 YO, bindings incl.; Vans Lemming snowboard boots, size 8, used 5 times, \$39. Call 799-4423.

Rossignol 9S slalom skis, 193cm, \$100; Salomon ski boots 9.0 Force, \$55; Dynafit women's boots, 8.5, \$20; Burton snowboard, carving 197, \$225. Call 797-3855.

FOR RENT

Deering area, near Brighton Campus. 3 BR apt, lg. LR, lg. K & BA. \$750/mo. + utils. Available 12/1. Call 871-6414 AM or 761-6661 PM.

Charming 1 BR near MMC, hdwd floors, FP, bay windows, eat-in K, incl. heat, \$660/mo. Call 617-876-8232.

Western Prom area: 3 room, completely furnished w/all utils., pkg., short or long term. NS, no pets. For appt. call 998-2373.

Westbrook. Newly remodeled, spacious 1BR. Ideal for couple. On bus line. \$600/mo. & utils. W/D hookup. Call 856-6330 evenings.

Saco. 3-4 BR, 2 1/2 BA, 2 sun

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

Dec. 8 for the Dec. 22 issue

and

Dec. 22 for the Jan. 5 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.

porches, country K. Call 775-6561. Cumberland. Cute 2 BR house available 12/1. Fireplace, yard & more. Call 797-0769.

ROOMMATE WANTED

M/F professional, N/S, for beautiful West End apt. Lg. updated K. \$500/mo. incl. heat and parking. A must see. Call 773-3130.

Male, N/S, no pets. Seeks to share furnished, sunny, modern 3 BR/7 room apt. near Brighton Campus (10 min. to MMC). Full basement, storage, private entrance, quiet. W/D in basement, H&HW incl. \$333/mo. for 1 BR/\$444/mo. for 2 BR. Call 253-5048.

M/F NS to share 3 BR house in quiet neighborhood. W/D, pkg., 2 full BA, shared K & LR. Private backyard w/deck & pool, plenty of storage, avail. now. \$450/mo. + 1/2 utils. Call 878-8748.

WANTED

Manual treadmill. Call 727-3799.

SERVICES

Interior painting, minor repairs. Small jobs big contractors don't do. Call 892-2913.

Errands, shopping, wrapping, rides, phone calls, etc.--I'll do it! Hourly rates. Call 878-8097 or e-mail mfoote@maine.rr.com.

What's Happening?

at Maine Medical Center

- All month**
See p.2 **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- Dec. 3**
See p.5 **Medical Center Singers** Holiday Concert, 1900 hours, Auditorium.
- Dec. 6**
See p.5 **Employee Appreciation** Week Focus Group. Share your ideas!
- Dec. 7**
See p.5 **Weight Watchers**, new series begins week 1, 1200-1300 hours, Dana 9.
- Dec. 8**
See p.6 **Window decorating**, 1600 hours. MMC & Brighton.
- Dec. 9**
See p.5 **Weight Watchers**, new series begins week 1, 1530-1630 hours, Dana 1.
- Dec. 14**
See p.1 **Holiday at the Center**, Brighton Campus
- Dec. 15**
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- Dec. 16**
See p.1 **Holiday at the Center**, Scarborough Campus.

The Burn Support Group meets the second Sunday of each month, 1400-1600 hours, Dana Center Classroom 5. For details, call 871-2475.

Mailing List Woes

If you are a friend of MMC who gets *What's Happening* by mail, you have not received a number of recent issues. We apologize for these gaps in service. We have had problems with our mailing list. Hopefully we have now resolved them!



All welcome at Ethics Forum

The Clinical Ethics Committee holds forums the second Wednesday of each month, with a department leader discussing frequently encountered ethical issues. You are invited to listen in, ask questions, make comments, and, in the process, learn.

The next forum takes place Wednesday, December 8, with Eric Anderson, Director of Medical Information Systems. It takes place in Dana Center Classroom 3 from 1500 to 1600 hours.

Call 871-2352 for more information.

Ethics at the Center

The Ethics Confidential Helpline is available for your questions and concerns. Call the Helpline at 871-4646.

For a listing of MaineHealth classes in the *Healthy Children & Family Series*, call 781-1730.



The Employee Photo Contest is coming!

Start looking for photos you might like to enter! Watch for details, coming in December!

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.

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

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What's Happening?

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