

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

New MMC Family Practice Center a symbol of East End revitalization

When the MMC Family Practice Center first opened its doors in 1974, India Street and the surrounding East End community was a different place from what it is today.

"Back in 1974, Amatos and the 24 Hour Club were the two focal points of the street. Now that has all changed," says Ann McDonough, RN, former Head Nurse of the MMC Family Practice Center and current per diem employee.

The MMC Family Practice Center began in what many refer to as the Levinsky's building. In 1984 the growing center moved across the street to the lower level of the North Street School. As the number of patients increased, space again became an issue. In 1994 the search began for a new location and ended when the original location, the Levinsky's building, came up for sale. Over the past year, MMC has removed the old building and replaced it with a 20,000 square foot facility designed by Philip J. Doughty Associates.

"The new MMC building gives the neighborhood a stamp of approval," says Mary Allen Lindemann, owner of Coffee by Design with locations on India Street, Congress

Street, and Monument Square.

"India Street is a gem of a neighborhood. The street had a revival in the 1980s and then quieted down. Things are picking up again and we hope that the new Family Practice Center will bring folks into the neighborhood so they can see the changes and sample some wonderful food."

The MMC Family Practice Center serves more than 8,000 Portland residents and is the only source of primary care in Portland's East End. With a bigger building and an expanded staff, patient visits are expected to increase from 15,000 to 24,000 a year. The Center operates on a sliding scale fee basis so care is available to all who seek it.

The Center currently provides well child care, annual physicals, screening tests, and maternity care. The new building will have twice as many examination rooms and will allow the staff to offer x-rays, physical therapy, a MaineHealth Learning Resource Center, collaborative mental health services, and a sports medicine clinic. New physicians and more residents will also join the team.

The Residency Program

Communicating about our Journey to Excellence

Have you noticed the shiny green mailboxes that have appeared around Maine Medical Center? If you have something to share – feedback, questions, suggestions, ideas, concerns – about MMC's Journey to Excellence, here's one way to do it.

Drop a line to the Journey Communications Team. You'll find "postcards" in a pocket on the mailbox post. Just write your message on the card and place it through the slot in the top of the mailbox. The Communications Team will make sure that your questions get answered, your suggestions and ideas are considered, and your concerns are addressed.

Just where are these mailboxes? There are 12 of them, located outside the Cafeteria, outside the Dana Center Lobby, in the Maine General Building first floor corridor, at the foot of the stairs leading to the Mail Room, next to the ATMs in the Admitting lobby, in the MMC-Scarborough Atrium, outside the Brighton Campus Cafeteria, at Family Practice, at MMCRI, in the Gateway

FAMILY PRACTICE, FROM P.1

has produced 102 graduates, 62 of whom are practicing in Maine. Fourteen family practice physicians have graduated in the last two years and nine of those graduates are practicing in Maine.

The MMC Family Practice residents are fully licensed physicians pursuing specialized training in family practice. Patients benefit from the residents' recent exposure to current medical advances and procedures and from the faculty physicians' familiarity with the latest standards of care and the newest technology.

The MMC Family Practice Center staff will move across the street to 272 Congress Street at the end of July. To celebrate the move and introduce the community to the new building, MMC will hold a Block Party on Saturday, August 7 from 1000 to 1400 hours. Festivities include building tours, health screenings, entertainers, games for the kids, and exhibits from the Fire Department, Police Department, and the Maine Coalition for Safe Kids. The rain date for the event is Saturday, August 14.

"I've worked at MMC for 35 years," says McDonough. "When I started I never realized that you become the center of so many people's lives. Today the Family Practice Center is very much a part of the community."

Cool off with an ice cream!

The Coffee Shop offers a weekly ice cream special all summer.

MMC Outing at Funtown August 14 (raindate August 15)

Tickets on sale:

At the **MMC Campus** (Courtyard Hallway, Ground Floor)

Thursday, July 29, 0730-0930 hours and 1400-1630 hours

Friday, July 30, 0730-0930 hours and 1400-1630 hours

At the **BMC Campus** (Human Resources, Ground Floor)

Thursday, August 5, 0730-0930 hours and 1400-1630 hours

At the **Scarborough Campus** (Outside the Cafe at the Atrium)

Friday, August 6, 0730-0930 hours and 1400-1630 hours

Ticket Prices:

Splashtown Bracelet	\$10.00
Funtown Bracelet	\$12.00
Combination Bracelet	\$17.00
General Admission	\$3.50

Please be sure to have your MMC ID with you to purchase tickets.

MAILBOXES, FROM P.1

lunchroom, and in the Gateway shuttle waiting room.

Here are a couple of other ways to get in touch with us. Call the Journey voice mailbox. Dial 871-6996 and follow the

prompts. The mailbox is 10035. Or send an email to "journey". You can also contact a team member directly if you prefer.

Stay in touch as you continue on the Journey to Excellence!

Journey to Excellence Communications Team

Donald Bernier, Engineering	Candy Kucharik, Medicine
Bonnie Boivin, RN, Float Pool	Beverly MacLean, Emergency Medicine
Sunny Bradford, Human Resources	Melissa McCain, CSC Healthcare
Grace Bryant, RN, Night Supervisor	Joanne Meserve, Environmental Services
Wayne Clark, Chair, Public Information	Sharon Shearer, RN, CICU
Laurie Davis, Human Resources	Dierdre Stedman, Pharmacy
Peggy Farr, RN, Evening Supervisor	Rhonda Vosmus, Respiratory Therapy
Sharon Farrell, Food Services	Jay Westra, RN, Pediatrics
Ed Hawkes, Unit Secretary, Float Pool	Mary Woodward, RT(R), Radiology
Tracey Higgins, Project Support Team	Kate Wurgler, RN, Emergency Medicine

The Volunteer Office

seeks donations of paperback books and pre-read current magazines featuring sports, fitness, entertainment, or women's issues.

Donations may be left in the MMC Volunteer Office, located on the 1st floor of the Maine General Building.



Nursing Bi-Line

April 28, 1999

A publication of Nursing Services

Nurse to Nurse

Our Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey is now many weeks past; but the good things the four surveyors witnessed remain as part of each day at MMC. Surveyors saw and met with staff who conveyed the needs of patients and families as their priority. They observed and heard how you all work to get the best possible outcomes and what you have done to improve various aspects of your work for the patient's benefit. Surveyors told us they experienced warm and open responses from everyone they met throughout the institution.

Our JCAHO visit was good because it affirmed the excellence we know is here: exceptional staff, first-rate physicians and programs, and a spirit that facilitates working together.

To be measured against high quality standards that must be consistently and universally carried out by staff is a significant challenge to any institution but most particularly to a large and diverse hospital like ours. The fact that we did so well gives testimony to the care our patients receive. It is you, our staff, who create the environment, deliver the service, and tell the story. Thank you one and all!

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

Nurses' Day 1999 Recognizes the Excellence Within

Each year MMC celebrates Nurses' Day with a special theme and a variety of events, all of which are meant to *honor and appreciate our nurses who provide a unique service to our patients and their families 24 hours a day, 365 days a year.* "Recognizing the Excellence Within" was the theme for this early May event.

Nursing Resources staff who planned the day's events — **Susan Goran, RN, Susan Cantara, RN, Deb MacPherson, RN, and Suneela Nayak, RN** — deserve kudos for their creative "Hall of Nursing Excellence": historical MMC nursing photographs decorated a corner of the P2A ByPass Corridor; a scrapbook called "The Excellence Within: Stories of Success" overflowed with pictures, patient teaching materials, and stories of success in the form of thank-you notes from patients and families; a poster displayed pediatric patients' artistic renditions of their favorite nurses; nursing research posters conveyed the excitement of projects staff have initiated to improve nursing practice; and a fabulous ice cream smorgasbord tempted fruit-lovers as well as chocolate and butterscotch connoisseurs.

Nurses' Day celebration activities take place on individual care units as well as in the institution as a whole. One "institutional" event is

the Annual Nurses' Essay Contest. Any nurse or nursing student who works at MMC is encouraged to submit a real-life story about a defining moment in practice, a vision for future practice, or a description of a change in practice that could provide a visible patient outcome.

Experts judge each contest submission for timeliness of submission; following guidelines; using acceptable grammar; telling a nursing story; and supporting MMC's mission and vision. Winners are announced during the Nurses' Week Celebration. In June, essay contestants attend a more formal luncheon with the Vice President for Nursing and Patient Services; presentations are made and prizes are given to those whose essays were identified as "extra special" by the judges. Essays are published in *Nursing Bi-Line* throughout the remainder of the year. *Staff are encouraged to begin thinking about the next millennium and the stories they will write for Year 2000 Nurses' Day!*

Hats off to 1999's Nurses Day Essay Contest winners: **Pat Garrett, RN, P3CD**, first place; **Katharine Addicott**, student award; **Elaine Caron, RN, NICU**, honorable mention; and **Sandy Colter, RN, SCU**, honorable mention.

1999 Nurses' Week Essay
Contest First Place Winner

"Educating Tomorrow's Caregivers"

by Pat Garrett, RN, P3CD

His reputation as a "nursing nightmare" had preceded him. Ted (not the patient's real name) had spent months on various MMC units during the past few years. It was only a matter of time before he moved into our unit. He came with his personal wheelchair, assorted dressings and solutions, a hissing Kinnair bed, IV lines and pumps, endless requests, and a dour disposition. His mate brought long lists of medications he could and could not tolerate, a meticulously chronicled medical history, and multiple questions for anyone daring to enter "the room." Ted's own personal watch dog, she made certain that dressing changes, vital signs, feeding, bowel regimes, medications, and courtyard outings were carried out as ordered and when expected. No one was exempt from her interrogations.

Now it was my turn to enter "the room," gowned, masked and gloved (MRSA precautions). Day after day as I entered "the room," our relationship began to change. Tending to deep wounds on both trochanters meant spending a lot of time together as we irrigated,



packed, and dressed gaping wounds. During these times I learned a lot about their past, their love of the outdoors, Ted's love of wild birds, and his pride in befriending squirrels that would eat nuts from his hand. I began to appreciate his droll sense of humor. My respect for him and his mate grew. It grew as I heard their version of what had happened during each successive hospitalization; I began to understand why "we" were questioned so thoroughly. Because of his illnesses, Ted had seen many doctors and nurses. The detailed lists were their attempts to provide continuity of care in a constantly changing system. We, the medical community, emphasize "taking responsibility for and actively participating in one's own care." Some had found this family's attempts to do so threatening or too time-consuming and were not willing to listen to their words and feelings.

Next, my student would enter "the room." Intuitively, I knew it was time to put her to the test. I can still see her unbelieving expression when, after morning report, I told her this day she would become the nurse in "the room." I knew she was about to experience nursing in a way that could forever change her practice. I suggested that she find out from "them" what it was like to live in a hospital and to daringly ask what they needed from a nurse. Eyeing me in disbelief, she took a big gulp, gowned up, and went into "the room" with me. After introducing her, I told Ted and his mate this was their chance to tell their story

and influence a "caregiver of tomorrow." Occasionally, to make sure all was okay, I'd peek into "the room." I heard conversation and laughter. I heard Ted's mate instructing and helping the student change dressings and assist her with Ted's personal care. I heard the sounds of mutual learning. As their relationship grew, my student was growing as a nurse. She also heard how important it was for Ted to return to their home, watch his birds, and feed his squirrels. We diligently "planned care with patient/family" and collaborated with the many people needed to make this discharge plan reality. My student taught them everything they would need to know for self care. Along the way, my student discovered that many of the caregiver's questions had been motivated by fear, fear of her inability to provide the care Ted needed.

Among my most treasured photographs is a picture of Ted, his mate, my student, other staff, and me on Ted's discharge day. Many believed Ted would never go home again. By planning care with the patient, a "probably not!" became a "why not?" Ted never returned to the hospital. He lived out his days in the warm spring sun feeding his birds and squirrels; he passed away in the surroundings he loved.

Later, my student admitted how terrified she had been the day she entered "the room." Now, graduated and an RN, she works in a rehabilitation hospital continuing to listen to and teach patients and their families. She credits her experience in "the room" with Ted and his mate with changing her image of "a nurse" and significantly

impacting her own nursing practice.

These are the moments that motivate me to precept students, moments that give me a refreshing view of nursing. These are the moments that breathe life into our MMC mission: "...educating tomorrow's caregivers." These moments reinforce what I have always believed, that the best educator of tomorrow's (and today's) caregivers will always be the patient and the family.

Research Connection

An Update On MMC's Nursing Studies

Skin Integrity

The 6th annual pressure ulcer prevalence study was conducted in March when all adult in-patients had a head-to-toe skin assessment for any evidence of skin breakdown. Skin changes could range from Stage I pressure ulcers, which are identified by persistent redness with the skin still intact, to Stage IV ulcers which are very deep. **Prevalence rates** represent all skin changes or pressure ulcers found *on the day of the study*. It's important to understand that skin changes found *on the day of the study* do NOT differentiate whether skin changes had been present when the patient was admitted to MMC or whether they were acquired while here. **Incidence rates** are calculated by subtracting the number of patients who had pressure ulcers documented on admission.

Ninety-eight of 352 assessed patients had skin changes identified, a **prevalence rate** of 27.8%. Although

this rate is slightly higher than in 1998 (26.4%), the rate of more severe ulcers (Stages II to IV) was lower: 10.8% in 1999 compared to 13% in 1998. Patients with pressure ulcers were older (average of 70.6 years compared to 63.4 years), had longer hospital stays at the time of the assessment (average of 17.2 days compared to 9.9 days), and their acuity was higher (3.5 compared to 2.8). Primary site of ulcers in 1999 was behind the ears, followed by heels, coccyx, and buttocks. The **incidence rate**, based on pressure ulcers documented on admission, was 24.7%.

MMC also participated in a national study. An **incidence rate** of 17.2% was calculated by examining the skin of 64 patients who had no skin changes identified on March 7th and were still patients the afternoon of March 12th. This timeframe was selected based on our average length of hospital stay, which is approximately 5 1/2 days for medical/surgical patients.

If you are interested in unit specific data, contact Alyce Schultz, Nurse Researcher. **Research Interest Group (RIG) in the Special Care Unit**

The Research Interest Group in SCU includes **Shelley LePage, RN**, chair; **Ken Vellequette, RN**, Head Nurse; **Theresa Leeman, RN**; **Anne Boehm, RN**; **Doug Schlichting, RN**; **Chris Brown, RN**; **Charles Kettell**, Respiratory Therapy; **Kathryn Harris**, Respiratory Therapy; **Susan Butler**, Physical Therapy; **Arlene Morse**, Physical Therapy; and consulting members, **Alyce Schultz, RN**,

PhD; **Shelly Wilkins, RN**; **Rosellen Taylor**, Dietitian; and **Stephen Mette, MD**. The RIG has completed its first literature review on the instillation of saline prior to suctioning in ventilated patients. Based on their findings in the literature, recommendations for practice changes have been made. To learn about these, contact any RIG member! If you are interested in forming a RIG in your patient care area, call Sue Goran, RN, Nursing Resources and chair of the Nursing/Patient Services Research Committee.

Congratulations, MMC Nursing Research Award Recipients

Principal Investigators of Completed Studies: **Brenda Ashby-Hughes, RN, SCU**, *Reducing the Severity of Diarrhea in Tube Fed Patients*; **Cynthia Dexter, RN**, Clinical Nurse Specialist, *Duration of Breastfeeding in Maine*; **Debra Drew, RN**, and **Hilary Hewett, RN, NICU**, *Heparin vs. Saline Flush in Neonates*; **Marylou Nesbitt, RN**, Clinical Nurse Specialist, **Quality of Life in Patients with Bone Marrow Transplants in Maine**.

Research Utilization Award: **Susan Reeder, RN**, Burn Resource Nurse, for her extensive work on the housewide Pain Management Project

Certificates to Research Team Members: Pectin Study team: **Rosellen Taylor, RD**; **Micheline Wilkins, RN**; **Donna Gillis**, USM graduate student; *Patterns of Nursing Care to Dying Patients*: **Nichole Kelly**, USM graduate student.

It's All About Nursing, It's All About Life

"Take a moment to reflect, to be grateful, to replenish, and to understand your purpose and direction in life." These thoughts have come to me as they relate to my chosen profession of nursing. Managed care, merging, cross training, cutbacks, and restructuring have all significantly contributed to the direction nursing is taking today. These are sweeping us along, and those of us caught in this propulsion forward are continuously challenged to swim faster and with greater skill than ever before.

We must keep in mind why we chose nursing in the first place...and that every one of us who wants to "stay afloat" is equal to the challenge. In fact, nurses are the very fabric of what healthcare is all about. Our patients need and depend on us more than ever.

On a high-risk obstetrical unit, anything can happen. Team

work and trust in one's peers are paramount to ensuring good outcomes. I am overwhelmed with pride when I consider the value of each one of my colleagues to this unit. To be part of this team is an honor I don't take lightly. Many of my peers have been here more than twenty years, and we have "grown together." In a sense, they are part of my family, and I would trust them with my life. Newer colleagues coming on board bring a fresh energy and vitality that I admire and try to emulate as I move toward the "mature years" of my career.

When high acuity situations arise, as they do almost daily in the Family Birth Center, it's crucial that our staff work together as a unified whole. Our patients' lives and well being are at stake, and we are the lifeline that keeps their world together. A nurse's knowledge/intuition about when to observe more closely, when to encourage patience, when to question, when to call, and when to *just be there* is a developed skill and as important and valuable

as consistent success in IV placement or perfect scrubbing technique. When census is high and staffing is low, teamwork and communication are essential. We must work together and support each other's efforts. All the qualities we reflect in our nursing duties must be refined to their fullest in dealing with our colleagues. Treating each other with the compassion, the caring, the skill, and the attention to detail that we give our patients is a prerequisite for overall harmony and success in our department.

Caring to do our best for patients embarking on one of life's most memorable journeys is a goal we share. The Family Birth Center is about nurses who care, and families who expect the best a hospital has to offer. The Family Birth Center is all about LIFE.

—Pamela K. Tozier, RN, *The Family Birth Center*

Editor's note: This article recently appeared in Maternity Matters, a newsletter written by and for the staff of MMC's Family Birth Center. Pamela's thoughts are worthy of sharing with a larger audience.

Publications and Presentations

• **Debra McPherson, RN**, Parenteral Therapy Nurse Coordinator, presented her poster "IV Therapy and Patient Satisfaction" at the Annual Maine Quality Health Care Symposium in Augusta in June.

• **Brenda Ashby-Hughes, RN, SCU**, presented preliminary data on "The Effectiveness of Pectin in Reducing Diarrhea in Critically Ill Tube-Fed Patients" during a poster session at the Eastern Nursing Research Society (ENRS) Conference in New York City this April. She was awarded first

place in the ENRS student poster competition! Other MMC posters at the conference included "Reducing Postoperative Nausea and Vomiting in Gynecological Patients" by **Tina Whipkey, RN**, Night Supervisor, and **Noreen Bryne Vincent, RN, R3** and Westbrook College of Nursing faculty member; "Predicting Patients at Risk of Falling: Development of the Conley Scale" by **Donna Conley, RN, P3CD**, and **Alyce Schultz, RN, PhD**, Nurse Researcher. **Donna** also presented this information for the spring Research Meeting of the Maine State Nurses' Association.

Alyce presented "Comparison of Nursing Patterns of Care for Do Not Resuscitate (DNR) and Non-DNR Patients During Their Last 48 Hours of Life" at the ENRS conference.

• **Alyce Schultz, RN, PhD**, used the prevention of pressure ulcers in surgical patients as the context in her presentation "Demystifying Clinical Research," at the Association of Operating Room Nurses Congress in San Francisco in April.

Nursing Services publishes *Nursing Bi-Line* every eight weeks. Comments, questions, and suggestions are referred to Derreth Roberts, MS, RN, Editor, 871-2009-1.

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

BR set: armoire, queen headboard, nightstand, triple dresser in solid light oak. Very nice contemporary style, from Young's. Asking \$900. Also, teak roll top desk \$75. Call 878-3384.

18 ft. 1980 Prindle catamaran w/ Tee Nee trailer, 1 set of sails, \$1,900. Leave message at 799-8429.

14 1/2 ft. fiberglass boat w/trailer and 60 hp Evinrude motor. Great for fishing and skiing. \$1,600. Call 878-9874.

Golden Retriever (male), 7 yrs old, fixed, great w/kids. Wife allergic. Free to good home. Call 865-1219.

1993 Starcraft pop-up camper: sleeps 5, stove, sink, icebox, awning, screenhouse. Great shape. \$3,000. Call 892-2847.

1965 Mustang 289, V8. One owner, one restorer. Fully restored, just over 60K original miles. Value \$9,000. Will sell for \$7,500. Call 284-5126.

Viking/Husquvarna sewing machine, 3 YO, free arm model. Great for various thicknesses, incl. jeans seams. \$85. Walking foot (\$25 value) included—good for quilting. Call 773-0853.

1993 red Honda Accord LX, mint interior/exterior condition. 94K miles, nose bra, \$7,000. Call 929-4076.

1997 Ford Escort LX wagon, A/C, 34K miles, 5 spd., roof rack, rear wiper & defrost. Must sell \$9,199 or BRO. Call 856-6274.

8 mo. old male Shih Tzu, black/brown/tan colored. Very lovable and playful. Call 885-7755 or

283-8664. Animal lovers only.

1994 Chevy Camaro Z28. T-tops, power everything, CD player, performance chip, 6 speed, LT engine, new tires, excellent condition. 56K miles. Must see. \$13,000 or BO. Call 655-2594.

1996 Suzuki Intruder 1400, teal and pearl white. Excellent condition. Many extras. 6,900 miles. \$5,500 or BO. Call 286-8507.

Three whitewater rafting tickets w/Unicorn Expeditions, any adventure, valid until 10/10/99. Tickets valued at \$75 each; will sell for \$65. Call 799-9034.

1988 Red Mustang automatic, mileage approximately 82K. Good engine, well maintained. \$2,500. Call 799-9034.

FOR RENT

Alfred. Sunny, clean, smoke-free, spacious 1BR apt. in attached carriage house. Village location. Incl. appliances. Avail. August 1. \$565/mo. + utils., Monitor heat. W/D on premises. 15 min. to exit 4 ME Turnpike. Refs., sec. dep. No pets. Call 324-0990.

Passive solar 3-4 BR/2 BA contemporary on 10 acres. Woods, vegetable garden, perennials, stream. Open plan, great K, sunroom, big windows. Tastefully furnished. 2 miles to Turnpike, 25 min. to MMC. Available 8/99-8/00. \$1,000/mo. + sec. dep. and lease. Call 657-5603.

Spacious, elegant 1 BR 2nd floor apt. in historic Portland Victorian. Walk to MMC. Lg. rooms, high ceilings. \$900/mo. incl. utils., parking, cable. Call 879-3385 or 799-1418.

Room & sitting room, furn. or unfurn. Country setting in Gorham home. Less than 10 miles to MMC. NS, no pets. \$120/wk. Call 839-2114.

The deadlines for announcement-length items and **MARKETPLACE** are July 21 for the August 4 issue and August 4 for the August 18 issue.

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

2-3 BR house w/ 1 1/2 BA, eat-in K, wrap around sunporch, lg. yard, garage. 15 min. from Portland on Rt. 25, Westbrook. \$950/mo. + utils. Call 856-6613.

Spacious furn. 3 rm. exec. apt. Oceanfront, 1st floor, yard, 2 car drive. Quiet business people or married couple. Avail. now. \$1,000/mo. incl. utils. NS, no pets. Call after 1 PM, 883-3211.

Pleasant 2 BR, 2 BA cottage in Ellsworth on beautiful Green Lake. Swimming, fishing, boating. \$400/wk. Sleeps 6. Call 326-4786.

ROOMMATE WANTED

Prof. 33 YO female seeks roommate to share lg. sunny apt. Morrills Corner, Portland, \$325/mo. incl. heat, hot water, elec. Private room, separate entrance and phone line. Avail. August 1st or sooner. Call 878-5721.

CHILD CARE

Prof. nanny, 10 yrs. childcare exp. Looking for full-time nanny position. Please call 781-3671.

SERVICES

Will walk your dog when you can't. References on request. Certified animal lover! Call 780-0183.

What's Happening?

at Maine Medical Center

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

July 12 Epilepsy Support Group meeting, 1900 hours, Dana #9.

July 14 Ethics Forum, 1500 hours, Dana #3.

Aug. 7 MMC Family Practice Center Block Party. See p.1

Maine Medical Center's Employee Assistance Program

For a confidential appointment, call 761-8345.

930 Congress Street, 3rd floor (across from Gilman Garage)

Support for those affected by epilepsy

The MMC Epilepsy Support Group will meet Monday, July 12, in Dana #9, from 1900 to 2030 hours. Anyone with epilepsy/seizures and their family members, friends, or co-workers are invited. For more information, call Debbi, 800-660-7832.

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.

Maine Medical Center is a member of the MaineHealth family

MMC Employee Craft Fair

Are you a crafter?



You're invited to participate in a Fall holiday craft fair to benefit The Barbara Bush Children's Hospital at Maine Medical Center. Interested crafters may call Lori Sweatt, 885-5857, or email LSweatts@aol.com

NEW EMPLOYEES

CENTRAL SERVICES DEPARTMENT: Sam Marble, James Bonville

EMERGENCY MEDICINE: Meegan Diconzo

ENVIRONMENTAL SERVICES: Ruth Lambertson

FOOD SERVICES: Patricia Layton, Tracy Allen Feyler

INFORMATION SERVICES: Scott Labrecque

NURSING: Gail Chamberland, Michael Duffy, Amy Fall, Alyson Geoffrion, Therese Gauvin, Shannon Gibson, Abby Graffam, Rachel Groves, Kathryn Hamm, Mumina Hussaini, Sally Irish,

Kimberly Johnson, Amy Kaczowka, Barbara King, Debra Kramlich, Carmine Laporta, Kerry Lepage, Danyelle Libby, Jean Maclay, Kevin MacVane, Jennifer McCabe, Jeanette Pappalardo

PHARMACY: Wazma Nasr

PSYCHIATRY: Nicole Dennen

REHABILITATION MEDICINE: Carolyn Foley

SECURITY: Eric Doughty, Arnold Lane

SOCIAL WORK: Shannon Doughty

VOCATIONAL SERVICES: Elisa Chadwick

About People

Paul M. Cox, MD, Associate Vice President for Medical Quality, presented Improving Compliance with Verbal Orders at the Northeast Health Care Quality Foundation's Third Annual Maine Quality Health Care Symposium in June.

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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