

# What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

## Journey communications team is hard at work

If communication is the key to successful change, Journey to Excellence is off to a good start. A Communications Team, drawn from throughout the hospital, has begun meeting to help promote two-way communication about the initiative.

The Communications Team is composed of people who not only represent a variety of departments

and professions, but who have a connection to the informal communication channels in the hospital. The idea is to get information to the Journey to Excellence steering committee about what people are hearing, what people are saying, and how we can best get out information and answer questions. At the same time, the members of the team will be able to spread the word about the initiative.

One of the questions asked repeatedly in the first meeting was "will what we say be heard?" The answer is "yes". The Team's chair is a member of the steering committee, and both the MMC Project Support Team and the consulting partners from CSC Healthcare are part of the Team. Their role is to report back to the steering committee and the other teams.

Already, the Team's input has led to some customized meetings set up for areas in which information about the initiative has been slow to arrive. Other ideas in the works, based largely on Team input, include many more small group sessions, an ongoing information display in the Cafeteria, and a series of fun events to both celebrate the initiative and allow the sharing of information.

A list of Team members appears at left. Anyone should feel free to give them ideas and feedback, or pass ideas on to steering committee members or department managers.

### Journey to Excellence

*Meet the members of the Communications/Change Management Team:*

Joanne Meserve, Environmental Services

Dierdre Stedman, Pharmacy

Donald Bernier, Engineering

Beverly MacLean, Emergency

Candy Kucharik, Medicine

Kate Wurgler, RN, Emergency

Grace Bryant, RN, Night Supervisor

Peggy Farr, RN, Evening Supervisor

Sharon Shearer, RN, CICU

Ed Hawkes, Unit Secretary, Float Pool

Bonnie Boivin, RN, Float Pool

Sunny Bradford, Human Resources

Pudgie Preston, Materials Management

Rhonda Vosmus, Respiratory Therapy

Mary Woodward, RT(R), Radiology

Jay Westra, RN, Pediatrics

Sharon Farrell, Food Services

Laurie Davis, Human Resources

Wayne Clark, Chair, Public Information

Tracey Higgins, Project Support Team

Melissa McCain, CSC Healthcare

## Looking forward to return of Junior Volunteers

Why would a teen want to spend summer hours in a hospital? "To contribute to their community, to learn more about hospitals and health careers, and to gain experience and skills by working with patients, staff, and other volunteers," says Dona Siatras, Volunteer Services Coordinator.

Teenagers can learn the value of volunteerism when they take part in Maine Medical Center's Junior Volunteer Summer Program. Teens, aged 14 (by July 1 and entering their freshman year in high school) to 17 (18 year olds entering their senior year may also apply), who have an interest in spending part of their summer giving service to the hospital and learning more about hospitals and health careers are encouraged to arrange now for interviews.

Where do Juniors volunteer? "The areas vary each year depending on hospital needs," Siatras continues. "Juniors may be assigned to the Coffee Shop, Admitting, Flower Delivery, Child Life Center, CSD, Books Etc. Cart, Outpatient Clinic, or Escort Service."

When will Juniors be here? The summer program runs from Tuesday, July 6, through Friday, August 27. Volunteers must be willing to commit themselves to one full day each week in the hospital, from 0800 to

SUMMER, SEE P.5

**Expecting to have some trouble catching up on your sleep when Daylight Savings Time begins April 4?**

**Pick up some sleep tips at the  
Maine Sleep Institute Open House  
Saturday, April 3, 1000-1400 hours**

- **Information on sleep disorders**
- **Tours**
- **Refreshments**

**Located in the  
Neuroscience Building  
930 Congress Street, 3rd floor  
*National Sleep Awareness Week is March 29-April 4***

## ***Healthy for Life* offers Headache Help**

Tune your television to WGME Channel 13 on Wednesday, April 7, from 2000 to 2100 hours to learn the latest information about headache types, causes, and triggers. During the live broadcast, Maine Medical Center doctors will answer call-in questions and Healthwatch reporter Kim Block will talk with experts about how headache sufferers can find relief.

A follow-up community health event will be held on Wednesday, April 28, from 1700 to 1900 hours in the Dana Center Auditorium. John A. Boothby, MD, a neurologist in private practice, and Georgann Dickey, NP, from Maine Neurology, will facilitate this meeting. The event is free and all are welcome; for more information, call 871-2196.

*Healthy for Life* airs three times a year and is a community health partnership of Maine Medical Center, Shop'n Save, and WGME Channel 13.

**Outreach Education Council for Critical Care**

*presents  
a workshop for nurses*

**Medical & Surgical Emergencies in Clinical Practice**

**Friday, March 19  
Maine Medical Center  
Dana Health Education Center**

**For a brochure or to register, call 871-2290**

## **All welcome at Ethics Forums**

The Clinical Ethics Committee holds forums the second Wednesday of each month. At each, discussion is held with a medical department leader concerning frequently encountered ethical issues. Anyone interested is invited to listen in, ask questions, make comments, and, in the process, learn.

April 14 is the date of the next forum, with Jonathan Himmelfarb, MD, Director, Division of Nephrology. The session takes place in Dana Center Classroom 3 from 1500 to 1600 hours.

Call 871-2352 with questions or comments.

**Do something good for  
yourself in 1999!**

**Try a Tai Chi class!**

**Thursdays, 1200-1245 hours**

**First Floor Conference Room  
13 Charles Street  
(Turning Point building)**

**For more info,  
call Gayle, 929-4305,  
or Cecilia, 642-2450**

## ***Volunteers Needed***

Free food. Maine Mall and Shop'n Save gift certificates. The chance to answer calls from appreciative viewers. What more could you ask for? Volunteers are needed the night of April 7 to staff phone lines and take viewer calls. If you can use a keyboard and are interested in helping out, please call Public Information at 871-2196.

**MMC Freewheelers**

**Andy from Back Bay Bicycle  
to speak at next meeting!  
Friday, March 26, 0730 hours  
Dana Classroom 4  
Breakfast will be provided**

# Caring

## TO MAKE A DIFFERENCE

March 17, 1999

*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.*

### Taking one day at a time is a way of life!

It is hard to believe it was nearly two years ago that the MMC Emergency Department began the long and winding road to constructing their new space. The entire project is so complex, that the work is measured in phases, three in all! Head Nurse Peggy Gillooly says that after some inevitable delays, they are finally 'on track' and hope to have the work on their beautiful new department completed by the fall of 1999.

Every department that undergoes construction while at the same time conducting the daily business of caring for sick patients has special challenges and the ED is certainly no exception! Throughout this time, the department has experienced some of their busiest days. One day recently, ED staff cared for more than 170 patients! That was accomplished with the help and coordination of everyone in the department, a **real team effort!** Every day brings new challenges, some bigger than others. Peggy is really proud of how all of the staff have continued to go above and beyond every day to care for some of our most vulnerable patients. She told a story of an older couple who were here from

out of town. The wife had to be hospitalized and her husband knew no one in the area. One of the nurse's aides took the initiative to help him find a place to spend the night and even called his daughter to let her know they were OK. These are the kind of 'needs' that staff tune into in the Emergency Department. "It is part of what we do every day" and is just as important as the more dramatic moments, but may not be as visible in

a busy ED atmosphere .

ED staff are getting used to working in make-shift and temporary spaces as they continue to try and improve the service to their customers. A couple of changes they have incorporated into the new space are proving to make the ED experience better for patients. As part of the new main entrance, walk in patients are seen first by a triage nurse. The nurse greets the patient and learns the reason for the visit. The triage nurse quickly assesses the patient's level of need to determine how urgently they should be seen by a physician.

Another aspect of positive customer service that the Emergency Department can feel good about is the way they have incorpo-



Peggy Gillooly, RN, Tony Owens, MD, Lorraine Nichols, Patty McGillivray, RN, Scott Farrell, MD, Nancy MacWilliams, CNA: All part of the Emergency Department Team.

AV Photo.

rated the use of volunteer staff to assist with the less acute needs of patients. They make 'contact rounds' where they move about the department asking patients what they need – a warm blanket, something to drink, or just someone to be there during a difficult time.

Along with the constant construction changes that are present in the environment, the department is not wasting any time in developing new ways to make their work more focused and efficient. They have installed a new patient tracking system called *LogicCare*. They have also begun to organize nurses and physicians in teams to better manage the patient assignments in their enlarged space.

The ED Reps register approximately 67 thousand patients a year and admit to the hospital about 14 thousand patients. Some of these admitted patients are seen in the ED and determined to be so sick that they require admission to the hospital. Other admissions include all emergency transfers from other hospitals and healthcare facilities that arrive at MMC via ambulances.

Communications is a very important part of the ED Rep role. They may be the first person a patient or family sees when they enter the department, or the voice answering or placing thousands of calls each day or the person answering questions and directing family members and visitors. They also work closely with the physicians and nurses in the ED, as well as private physicians and nurses and staff throughout the hospital.

ED Reps handle all billing, coding, and associated paperwork for the ED and Brighton First Care. All in all, they offer the support

needed to keep the Emergency Department going with their skill, caring, and helpful ways!

The staff in the Emergency Department deserve credit not only for surviving the department renovations, but in many ways, **thriving** in the midst of what some days must seem like controlled chaos.

Thanks for your hard work and daily flexibility! We look forward with you to the Emergency Department of the "near" future!

## The Case of the Quality Fair

### Chapter One

#### *The Discovery*

*It was 9:00 am on Thursday, March 25. It was a day much like any other day, except somehow this day was different. There was something in the air, something that caused one to stop, if not to smell the roses, then at least just to stop. There was something in the wind, an excitement that seemed somehow familiar, yet somehow new and more alive.*

*As I made my way to the Cafeteria for my daily cup of joe, suddenly it occurred to me. This was the start of the Quality Fair – a day anticipated for months, a day like no other, and yet like many before.*

*I found myself drawn from display to display, from project to project, learning more and more about performance improvement every step I took. It was all so very interesting. As I took in more and more information, I realized that this performance improvement, this quality enhancement, was more than just an idea. It was a way of thinking, a way of doing that made sense. Suddenly it hit me like a ton of newly formed bricks. PDCA –*

*Plan, Do, Check, Act – was more than just some dimestore slogan used to advertise cheap hats, it was a way of doing things that not only improved the process, but could even make the way people work easier and more efficient.*

*This was news, good news, the kind of news I had to share, and so I did.*

#### **The End**

The Annual Quality Fair, starting at 0900 hours on Thursday, March 25, and running round the clock for 24 hours, will feature projects and displays from a number of Maine Medical Center departments. These multi-disciplinary projects will highlight performance improvement and program enhancements. There may even be an appearance from the master sleuth himself, Mr. Sherlock Holmes. Make plans now to attend the fair, support your colleagues, and even learn something new.

Every fair attendee will be asked to fill out a ticket and complete a brief survey. These tickets will be used for numerous prize drawings throughout the day.

Realizing that it can be difficult for employees from the Brighton and Scarborough campuses to attend the fair, the Quality Fair Planning Committee has made arrangements to have projects displayed at the Brighton campus from 0900 hours on Tuesday, March 30, until 1200 hours on March 31, and at the Scarborough campus from 1300 hours on March 31 until 1600 hours on April 1. Employees at these campuses will also have an opportunity to complete the survey and win prizes.

Join the fun! Come to the Quality Fair!

*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 the Editor, CPQI Office, at 871-2009, Fax 871-6286.*

# Lenten services offered

All are welcome to attend meditations for Lent, led by members of the Department of Pastoral Services. The services will occur each Wednesday at 1205 hours in the hospital Chapel. The Chapel is located on the first floor of the Maine General Building:

Wednesday	March 17	led by Chaplain Judith Blanchard
Wednesday	March 24	led by Chaplain Associate Nina Scribner
Wednesday	March 31	led by Chaplain Al Andrus

## The Division of Pulmonary and Critical Care Medicine *presents*

### The Sixth Annual Mud Season Conference

Friday, April 9

0730-1530 hours

Dana Health Education Center

#### *Topics include:*

- Rationale for Therapist-driven Protocols
  - Heliox in the ED
  - Protective Lung Strategies
- Implementing Therapist-driven Protocols:  
Steps and Impediments
  - Non-traditional Inhaled Medications

*For more information, contact Sue Mallory, 871-2662*

### Fourth Annual Howard R. Ives, MD, Lecture

#### *The History of the Development of Total Parenteral Nutrition*

Stanley J. Dudrick, MD, FACS

Program Director & Associate Chairman,  
Department of Surgery, St. Mary's Hospital

Thursday, March 25, 0830 hours

Dana Health Education Center Auditorium

*Moderated by*

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

To register by phone, call Nursing Resources, 871-2397.

Please register no later than March 20.

### SUMMER, FROM P.1

1600 hours. They are given one vacation day.

Participants must be able to attend orientation and training on Monday, June 28, from 0800 to 1330 hours. Attendance at orientation is mandatory to qualify for the program.

All Juniors will be screened by Employee Health for TB. In addition, volunteers must have had chicken pox or must document immunity to chicken pox to participate in the program.

How does a teen become a Junior? Interviews for prospective volunteers will be held the week of school vacation, Tuesday, April 20, through Friday, April 23, and the following week after school by appointment only. Call Volunteer Services, 871-2205, for more information and to schedule an appointment. "We suggest calling soon, as the interview schedule fills quickly," Siatras says.

## Job applications available any time

In response to many inquiries and requests, Human Resources has a new station for disbursing and receiving employment applications at anytime.

Now, both internal and external candidates can pick up and drop off employment applications 24 hours a day at MMC's Bramhall location.

Just outside the Cafeteria, next to the job posting, are supply boxes of internal and external applications, as well as a confidential locked drop box. Applications left in this box are picked up every day.

Hopefully, this will prove to be a convenient way for *both* internal and external candidates to submit applications for positions at MMC.

## Children Act Fast... So Do Poisons!

*National Poison Prevention Week, March 14-20*

Young children will eat and drink almost anything. To protect your child against accidental poisoning, here are a few helpful hints from the Maine Poison Center:

- Keep household products and medicines out of reach.
- Always store products in their original containers.
- Identify all plants before you display them. Plant tags that attach directly to the plant work best for this.
- Use childproof caps when you can, but be aware that many 2-year-old children can open them with ease.
- Never call medicine candy!
- Don't wait for symptoms! Call your physician or Poison Center immediately after an exposure!

*If you would like a free information packet on poison proofing your home, call 1-800-442-6305.*

**The Hepatitis-C Support Group meets the 3rd Tuesday of each month at 1800-1930 hours in Dana Center Classroom 4.**

**MSNA presents**

*Yes, You Can...A Forum in Nursing Research*

**Donna Conley, BSN, RNC**

***The Challenge of Predicting Patients at Risk for Falling and***

**Patricia Perrier, RN, MSN, OCN, MA**

***Introducing Nurses to a Method of Clinical Assessment in Cancer Patients & Oncology Rehabilitation: A New Focus?***

**Thursday, April 15, 1745 - 1945 hours**

**MMC, Dana Center Classroom 9**

**MSNA Members: \$8.00**

**Non-MSNA Members: \$12.00**

**Pizza & refreshments will be served**

**Call Susan Goran, RN, Nursing Resources, 871-2397, for further information.**

### **Pediatric Advanced Life Support (PALS) Course**

**Day 1: May 11**

**0730-1630 hours**

**Day 2: May 13**

**0730-1030 hours**

### **Advanced Cardiac Life Support (ACLS) Course**

**Day 1: May 18**

**0715-1620 hours**

**Day 2: May 25**

**0730-1600 hours**

*or*

**Day 1: June 24**

**0715-1620 hours**

**Day 2: June 25**

**0730-1600 hours**

**Courses held at Turning Point**

**and sponsored by**

**Sandra Bagwell, MD, Chief,  
Department of Critical Care,  
& David Kissin, BS, RRT,  
Course Manager**

**Call Cheryl Bickford, Course  
Coordinator, 871-4173, for details.**

## **MCCP needs event volunteers**

Volunteers are needed to serve on organizing committees for the Twelfth Annual 10K WALK to support the Maine Children's Cancer Program. Volunteer opportunities include serving as a member of one of the following committees: Teams, Breakfast, Publicity, Logistics, Food & Entertainment, Volunteers, Marketing, and Development. Anyone interested should contact Jim Bouchard or Lisa Kelley at MCCP, The Barbara Bush Children's Hospital at Maine Medical Center, at 871-6274.

# 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

Sunday River Ski-in/Ski-out studio condo @ Cascades near South Ridge Base Lodge. Sleeps 5, full bath, fully furnished and applanced, ski storage locker, deck mountainside. Near common room w/fireplace overlooking indoor pool, jacuzzi, saunas. Great family getaway. Only \$46,900. Call 871-4740 or 282-6758.

Whirlpool 24" single wall oven w/black glass door w/window. Standard clean, \$150; Magic Chef 36" black four-burner drop-in counter top range, \$150. Both in excellent condition. Call 774-9395.

Small hand-held camcorder w/tripod and recharger. Used about 5 times. Asking \$275 or BO. Call 499-2841.

Blue lift chair "Pride Healthcare". Used very little. Excellent condition. \$250. Call 797-4387.

## FOR RENT

House in Portland, next to Brighton Campus. 4 BR, 1 1/2 baths. Attached garage. Nice neighborhood. \$950/mo. + utilities. Call 871-2139.

Cape Elizabeth. Charming Victorian home w/wrap around porches, balcony, deck and nice yard. Quiet neighborhood, walk to beach, 5 minutes drive to MMC. 4 BR, 2 baths, available May 1. \$1,175/mo. + utilities. Call 878-8786.

Cape Elizabeth. Small 3 BR ranch, 1 bath, fireplace, hardwood floors, washer/dryer, range and fridge, 1 1/2 car garage plus more. Ideal for resident w/small family. \$900/mo. + utilities. Call

767-6132.

Portland. 2 BR top floor duplex near Boulevard. Private, large yard, off-street parking. Large kitchen w/bar, hardwood floors, DR, LR w/bay window. Tiled bath includes whirlpool tub. Washer/dryer. \$995/mo. includes heat and hot water. Call 761-9919.

## WANTED

A Rascal Scooter 250 electric model. Call 772-1093 after 1700 hours.

## Beyond Dieting: For Women Only

### New Class Begins Soon!

*Beyond Dieting* is a comprehensive, multi-disciplinary 10-week program designed to provide you with the skills you need to tackle long-standing food and weight issues.

If you are considering this program, you may be one of the hundreds of women who have tried every diet plan available without long term success. *Beyond Dieting* is presented by a team of professionals, dedicated to providing you with the most up-to-date information available on women's health and nutrition needs, exercise, cooking techniques, behavior change, and body image.

The class begins Thursday, April 1, and continues through June 3, meeting from 1800-1730 hours at the MaineHealth Learning Resource Center at 5 Bucknam Road in Falmouth. The cost of \$195, payable to MaineHealth, may be covered by health insurance.

For more information, call the MaineHealth Learning Resource

The deadlines for announcement-length items and **MARKETPLACE** are March 31 for the April 14 issue and April 14 for the April 28 issue.

*All items must be in writing.* Information for *What's Happening* may be sent by interoffice mail to the Public Information Department, by email to FILIPL, or by fax to 871-6212.

## Picture This...

### The Photo Contest For Kids

Calling all shutterbugs! If your child loves to take pictures, don't miss *The Photo Contest For Kids* April 19-24.

Children up to 18 years of age may compete. Photos may also be submitted by families of younger models, ages birth to 5.

Now is the time to start clicking – searching for that one great moment captured on film, kid-style. This year the event is expanded to include several new categories and age groups.

Prizes will be awarded, but the focus is on raising money for children's programs and services at the Barbara Bush Children's Hospital at MMC. There is no cost to submit entries, but there is a \$1 fee for each vote placed. Photographers can solicit votes from family, friends, and neighbors. Mall patrons can also vote for their favorites.

All entries will be exhibited at the Maine Mall Center Court and then returned to the photographers. The winning photos will be displayed at MMC's Flower Box when the contest is over.

So, snap to it! And call the Development Office at 871-2101 for more information.

## What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Xtra TV 4, Thursdays, 2000-2100 hours.
- Mar. 17** Meditation for Lent. 1205 hours, Chapel.
- Mar. 19** *Medical & Surgical Emergencies in Clinical Practice.*  
See p.2
- Mar. 24** Meditation for Lent. 1205 hours, Chapel.
- Mar. 25** 6th Annual Quality Fair,  
See p.1 0900 hours-0900 hours  
March 26. Cafeteria.
- Mar. 25** 4th Annual Howard R. Ives,  
See p.5 MD, Lecture. Auditorium.  
Call 871-2397.
- Mar. 26** MMC Freewheelers meeting.  
See p.2 0730 hours, Dana #4.
- Mar. 31** Meditation for Lent. 1205 hours, Chapel.
- April 3** Maine Sleep Institute Open  
See p.2 House. 1000-1400 hours.
- April 7** *Healthy for Life.* 2000 hours,  
See p.2 WGME13.
- April 9** 6th Annual Mud Season  
See p.5 Conference. 0730-1530  
hours. Call 871-2662.
- April 14** Ethics Forum. Dana #3. All  
See p.2 welcome. 1500-1600 hours.
- April 15** MSNA program. 1745-1945  
See p.6 hours, Dana #9.
- April 19** *Photo Contest for Kids.*  
See p.4 Through April 24, Maine Mall  
Center Court. Call 871-2101.
- June 10** *MMC Honor Night.* Holiday  
Inn By the Bay, 1700 hours.  
Watch for details!

Mark your calendar for an afternoon with  
**Robert Thayer Sataloff, MD, DMA**

**Sunday, April 18, 1200-1730 hours**  
**Corthell Concert Hall, USM Gorham**

**Do you speak or sing on a regular basis and find that your voice becomes tired, hoarse, breathy, or scratchy? Then you will not want to miss this very exciting presentation! Dr. Sataloff will discuss the anatomy and physiology of the human voice, as well as common vocal problems and their treatment. This event will be of interest to singers, actors, teachers, physicians, and lawyers.**

*For more information or to register, contact Chris Alden-Kinne, 780-5265.  
Maine Medical Center is a sponsor of this event.*

## NEW EMPLOYEES

**DEVELOPMENT:** Lisa Kelley  
**ENVIRONMENTAL SERVICES:** Bruce Peaco  
**FOOD SERVICES:** Kristina Mastropasqua, Joseph Regan  
**HUMAN RESOURCES:** Claire Chiofar  
**INFORMATION SERVICES:** Christopher Dumais, Devin Stokes  
**LINEN SERVICES:** Jennifer Fenderson  
**MATERIALS MANAGEMENT:** Kristin Boyd, Boniface Kabaso Luwale  
**MMCRI:** Angela Blier  
**NURSING:** Nan Boucher, Michelle Condon, Cindy Donovan, Carol Hunter, Yueer Ren  
**OPERATING ROOM:** Michael Fox,

Derek Reed  
**PATHOLOGY:** Flora-Anne Fox-Hayes  
**PATIENT ACCOUNTS:** Patricia Cornish  
**PULMONARY:** Katherine Gartland  
**RADIOLOGY:** Diana More

*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?

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