

# What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

## *Employee briefing:*

### The journey begins

As with any journey, a successful **Journey to Excellence** begins with planning. "Process Assessment" teams have begun one of the most important parts of our performance improvement initiative, because what they learn will help chart the steps along the way.

It's not easy to get a handle on an organization as large as Maine Medical Center, so the work we do here has been broken into key "processes". Almost all the activities that go on here every day will fall somehow into one of the processes:

*Attract/Retain Patients:* new services, physician and payer relationships, patient acquisition

*Patient Revenue and Access Cycle:* referrals, patient flow, coding and billing, collections

*Manage Service Environment:* facility renovation and construction, guest services, maintenance

*Manage Financial Resources:* budgets, payroll, manage assets, manage risk

*Manage Supply Chain:* consumption, replenishment, procurement, inventory

*Develop People:* recruiting, hiring, performance, compensation, training

*Deliver Inpatient Care:* daily care across all inpatient areas

*Deliver Ambulatory Care:* emergency, outpatient, clinics

*Deliver Perioperative Care:* inpatient and outpatient surgery  
*Deliver Diagnostic Services:* Imaging, Laboratory, Cardiology  
*Deliver Therapeutic Services:* Pharmacy; Respiratory, Rehabilitation

*Strengthen Clinical Decision-making:* how decisions are made  
 The role of the Process Assessment teams is to ask questions about each of the processes: what is currently being done, who is doing it, how long does it take, what resources are needed, are we satisfied with how it works, are patients satisfied with how it works? Of course, the ultimate question is: how could we make it better?

The team will do this by conducting interviews with the management people who are in charge of the various parts of the processes, and interviews with key "end users", such as physicians and patients. They also will hold workshops with front-line employees, to get ideas from the people who actually perform the tasks and are closest to the patients.

The Process Assessment teams will also look at a number of data sources, such as MECON. Finally, our consulting partners from CSC Healthcare will offer what they have learned in their work with

### The game is (almost) afoot

The countdown has begun to the Sixth Annual Quality Fair. Promptly at 0900 hours on Thursday, March 25, participants will be ready to greet fair-goers and explain their Performance Improvement projects.

Sherlock Holmes and his faithful companion Watson have begun "Looking for Quality in All the Right Places." Join them as they track down clues to **Plan, Do, Check, and Act** throughout the displays.

Some of the featured projects are: Chest Pain Observation, Blood Transfusions, Blood and Body Fluids, Patient Education, Electroconvulsive Therapy in the '90s, Adult Pain, PICC Team Progress and Update, as well as projects from Brighton Surgical Center, Brighton FirstCare, Ambulatory Surgery Unit, Social Work, and Medical Quality.

The fair runs from 0900 hours right through the night until 0900 hours March 26. Employees on all three shifts will get an opportunity to see what their co-workers and other departments have done to achieve performance improvement. In addition to the opportunity to support your colleagues, there will be a raffle and prizes all day (and night) long.

So don't miss out! Make plans now to attend the fair and start "Looking for Quality in All the Right Places."



## JOURNEY, FROM P.1

other institutions. The results will go to the Steering Committee in early April, for decisions on how to move forward.

What kinds of recommendations will the Process Teams make? They will vary from process to process, but in general they're intended to produce these type of results: simplifying how work is done, eliminating duplicative work ("rework"), improving the way a patient or a task is "handed off" from one area to another, using capacity (staff, beds, etc.) more efficiently, redesigning jobs to better fit the needs, making patient-focused improvements in services, putting the right technology and information in the hands of the people who need it, and making it easier and faster to make decisions.

Actual recommendations will range from the simple to the complex, and from things that can be done immediately to things that will take a while to implement. Once recommendations have been accepted, teams from throughout the hospital will go to work on design and implementation.

## Special Thanks

Words cannot express my gratitude to the people, too numerous to mention, who have demonstrated support and kindness during my preparation for retirement. The gifts, cards, expressions of "well wishes", and those who spent special time with me in celebration, are so greatly appreciated.

I also want to acknowledge those who have, in many ways, made my 42 years at Maine Medical Center a pleasure. Many of you have contributed to my marvelous nursing career. To you, I say "thank you".

Estella Esposito, RN

## Journey to Excellence

Meet the co-leaders of our Process Assessment Teams:

Process	Co-Assessment Leaders
<b>Develop &amp; Manage People</b>	Mary Kohanski, Lynn Moulthrop, RN
<b>Attract/Retain Patients</b>	Mike Ryan, Daniel Hayes, MD
<b>Manage Patient Access &amp; Revenue Cycle</b>	John Heye, Reed Quinn, MD, Diane Fecteau, RN
<b>Manage Service Environment</b>	Mary Keysor, Deb Dolan, RN
<b>Manage Financial Resources</b>	Al Swallow, Mike Swan
<b>Manage Information</b>	Jerry Edson, Nathaniel James, MD
<b>Manage Supply Chain</b>	Miriam Leonard, Kenneth Raessler, MD
<b>Manage &amp; Deliver Care</b>	
Strengthen Clinical Decision Making	George Higgins, MD, Kathy Viger, RN
Deliver Inpatient Care	Doris Skarka, RN, Peter Bates, MD
Deliver Ambulatory Services	Ann McPhee, RN, David Bachman, MD
Deliver Perioperative Services	Marty Riehle, RN, Jens Jorgensen, MD
Deliver Diagnostic Services	
Imaging Services	Dan Bergeron, RN, Roger Pezzuti, MD
Laboratory Services	Marsha Waterman, Michael Jones, MD
Cardiology Services	Deb Courtney, RN, Tom Ryan, MD
Deliver Therapeutic Services	
Medication Prep. & Distribution	Bill Gousse, Linda Pearson, RN
Respiratory Services	Ken Vellequette, RN, Stephen Mette, MD
Rehabilitation Services	Wendy Osgood, Kevin Griffin, RN

## 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**



# Start Growing Your Own Health!

## March is National Nutrition Month

Word has it that the Groundhog didn't see his shadow this year. You know what that means... Spring is coming! It also means that it is time for National Nutrition Month. This year's theme — to help you spring into the season — is "Take A Fresh Look At Nutrition... Grow Your Own Health." During the month of March, you will be able to find information on planning your garden, taking advantage of a small gardening space, growing your own fresh vegetables and herbs, how to keep your plants healthy, and some tasty recipes you can use your home grown produce in.

You may ask "Why should I grow my own, when I can buy produce at the grocery store?". Actually, there are lots of reasons. One of the most important is that it's fun! Kids love to help plant and watch things grow. Gardening gives you a chance to get outside and get a little exercise, and insures that you know exactly what has been used to treat your produce. You can grow your own veggies and herbs and have them completely organic or chemical free. Growing your own will also help keep lots of veggies on hand for eating!

Speaking of eating, surely everyone has heard the slogan "five a day for better health". It is recommended that adults eat five servings of fruits and vegetables a day to help lower risks for many diseases. Vegetables such as carrots, tomatoes, and spinach are full of antioxidants like beta-carotene and Vitamin C which help decrease risk for heart disease and cancer. Fresh vegetables also contain high amounts of fiber which helps decrease risk for colon

cancer. It is recommended that adults eat between 25 and 35 grams of fiber a day; vegetables like broccoli, carrots, peas, potatoes with the skin, spinach, and turnips will help you on your way with 1 to 4 grams of fiber per ½ cup serving. In general, vegetables can provide you with many of the much-needed vitamins and minerals to support health. And remember, the darker green or the brighter orange or red, the better.

Finding ways to use vegetables during the day is a breeze! Vegetables make great snacks, believe it or not. Try taking some fresh baby carrots or carrot sticks and portion them into individual plastic bags. This way they are ready to go when you are on the run. Just grab a baggie from the refrigerator and go. You can include celery sticks, cut green pepper, cucumbers, and even cherry tomatoes in the snack medley. If you like to dip those veggies, try a lowfat or fat free salad dressing to add a bit of flavor. Or, if you like, you can make your veggies into a salad fit for dinner. Use whatever vegetables you want — like baby spinach, carrots, tomatoes, pepper — and add some lowfat cheese chunks and strips of

a lean cut of cooked meat like turkey or chicken breast. Again, you can use a lowfat or fat free dressing or maybe just try a spritz of fresh lemon or a dash of balsamic vinegar. Finally, cooked vegetables make a healthy side to any entrée.

Herbs are also easy to grow. They can be grown outside during the warm weather and also do very nicely in window pots inside during winter. Herbs are a great way to spice up any dish without adding fat or sodium. Many Americans are trying to lower their sodium intake, some because it helps to control high blood pressure. Instead of grabbing the salt shaker, try some new herbs. Fat added to dishes, such as butter or oil, can be easily decreased without losing any flavor when extra herbs are added instead. Herbs can be used fresh or dried, in entrees that are cooked or on fresh salads. Homemade salad dressings can come alive with fresh or dried herbs grown in your own garden.

When using herbs, remember that it's fun to experiment. You know your own taste better than anyone else does. Here are just a few hints to get started.

Salads	Anise, chervil, chives, lemon balm, marjoram, mint, parsley
Garnishes	Anise parsley, chives, mint
Beverages	Mint, lemon balm, borage, burnet
Cakes, Breads, Cookies	Sesame, anise, caraway, dill
Eggs & Cheese	Basil, chervil, chives, parsley, sage, savory, tarragon, thyme
Sauces	Oregano, parsley, chives, dill, fennel, tarragon, thyme
Meat or Poultry	Chervil, lemon balm, marjoram, oregano, rosemary, sage, savory, shallots, tarragon, thyme
Fish	Chervil, dill, lemon balm, sage, savory, tarragon, thyme
Vegetables	Basil, dill, oregano, parsley, rosemary, thyme

Clip and save this chart!

**GROW, SEE P.5**



## News about ATM service at MMC

You may recall that in January 1999, the Fleet ATM machine in the Admitting Lobby began charging a fee to non-Fleet members. Although the fee is typical of many ATM machines, it has not always been the case for the Fleet machine located here.

An arrangement was made with Fleet to suspend the surcharge for sixty days so that we could evaluate the situation and determine the best course of action. Although the ideal arrangement for MMC employees would be to discontinue the surcharge permanently, it is not a possibility. Beginning March 15, the Fleet ATM machine in the Admitting Lobby will again assess a \$1 fee against users who are not Fleet members.

*But, here's some good news....* Because so many MMC employees are also Medical Services Federal Credit Union (MSFCU) members, a MSFCU ATM will also be installed in the Admitting Lobby. You can expect the new ATM sometime this summer.

Some of the services of the

MSFCU ATM include: withdrawals, transfers, inquiries, deposits to MSFCU, and stamp purchasing. There will not be a surcharge for MSFCU members or non-members. Of course, your own bank may continue to charge you for the use of an alternative ATM. Those who have not already taken advantage of MSFCU membership may find this to be an opportune time (and reason) to do so! MSFCU offers MMC employees many beneficial banking options.

Periodically, you will find representatives from MSFCU available in the Cafeteria to offer information and answers regarding banking questions. In fact, MSFCU representatives will be here next on **Tuesday, March 23, from 8:30PM to 4:00AM**, a special scheduling for evening and night shift employees.

If you are interested in becoming a MSFCU member, or simply have questions about MSFCU services, contact either Pam Mezzanotte or Sharon Gilbert at 772-0808.

Happy Banking!

## 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. **Note: this is a new date.**

Children up to 18 years of age have an opportunity to 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.

### **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.*

### **What's for lunch in the Cafeteria?**

**Call K-A-F-E (x5233)  
to find out what's  
on the menu!**

**You'll hear the soups,  
hot entrees, heart healthy,  
vegetarian,  
and grill offerings  
for the day.**



## 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 10	led by Chaplain Ralph Short
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.**

## **Tune in to** *Healthy for Life*

Learn more about combating tension, migraine, and other headaches on the next *Healthy for Life* program. The show is set to air Wednesday, April 7, from 2000 to 2100 hours on WGME13. Free health packets will be available to all who call 1-800-382-8922.

Join the volunteers answering phones at the phone/data entry bank at the Gateway Computer Lab. Data entry only requires familiarity with a computer keyboard – or willingness to learn! For your time commitment on April 7 from 1930 to 2130 hours, you'll receive a packet of goodies, including a \$10 gift certificate to Shop 'n Save and a Maine Mall gift certificate.

Sign up to volunteer by calling Lisa Filippelli, Public Information, 871-2196, or email filipl.

**Visit MMC's Web Site:**  
**[www.mmc.org](http://www.mmc.org)**

#### **GROW, FROM P.3**

So, be on the look out this month for fun gardening tips. A display in the main ground floor corridor will give you a brief guide for planning through the season, as well as some ideas for plotting out your dream garden. Specific veggie and herb information will be available in the Cafeteria, along with some recipes that will be featured during the first two weeks in March. Don't forget to leave your own special gardening tips for us in the assigned box in the Cafeteria. Your tips will earn you a spot in the National Nutrition Month raffle and may appear in the next *What's Happening*.

Remember, grow your own health!



## Hospice of Maine seeks volunteers

Hospice of Maine, a non-profit organization that provides non-medical assistance and support to the terminally ill of Cumberland County and their families, seeks individuals to serve as volunteers. A comprehensive certification program for new volunteers begins in early April and will be held in Naples, Maine. This course will prepare participants in all aspects of hospice volunteer service. A pre-training interview is required. Please call Hospice of Maine for more information: 774-4417 or 800-303-9272.

## 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.

The next Ethics Forum takes place March 10, from 1500 to 1600 hours, in Dana Center Classroom 2. Daniel S. Sobel, MD, will represent MMC's Division of Neonatology. Dr. Sobel is the division director.

April 14 is the date of the following 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.

### **FRESHSTART**

*Free four-week*

*Stop Smoking group*

**Dana Center Classroom 9  
Wednesdays, 1600-1730 hours  
Through March 24**

**To register or for more  
information, call Pulmonary/  
Critical Care Medicine at 871-2662**

### **Graduate students need patients for exams**

Graduate students in primary healthcare nursing at Simmons/UNE at Westbrook College, a program affiliated with Maine Medical Center, seek volunteer patients for physical exams at the UNE-Westbrook College Campus Health Center.

The students are registered nurses training to be nurse practitioners. The exams will include a medical history and a physical exam. The students will be supervised by nurse practitioner faculty. There will be no rectal or genital exams or lab tests.

Adult volunteers are needed on Wednesday mornings, March 31 through May 5, 0930 to 1130 hours. Parents and children are needed to participate for pediatric exams on Friday afternoons, April 2 through May 7, 1330 to 1530 hours. Ages needed include infants to adolescents.

Adult volunteers will receive \$20 for each exam. Pediatric volunteers will be paid \$25 for each exam. Volunteers may participate on more than one day.

If you are interested in participating, please call Carole Moor, Clinical Coordinator, at 797-7261 x4309.

### **PALS Course**

(Pediatric Advanced Life Support)

**Day 1: May 11, 1999**

0730-1630 hours

**Day 2: May 13, 1999**

0730-1030 hours

### **ACLS Course**

(Advanced Cardiac Life Support)

**Day 1: May 18, 1999**

0715-1620 hours

**Day 2: May 25, 1999**

0730-1600 hours

*or*

**Day 1: June 24, 1999**

0715-1620 hours

**Day 2: June 25, 1999**

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,  
at 871-4173 for details.

**The Volunteer Office  
seeks donations of  
pre-read current magazines  
featuring sports, fitness,  
entertainment,  
or women's issues.  
In particular,  
Brighton FirstCare  
patients would appreciate  
reading material.  
Donations may be left in  
the Volunteer Office.**



# 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

1996 GMC Sonoma SL short bed w/ cap, Rhino lining. 5 speed, 25,000 miles, one owner, excellent condition. \$10,500; Sleep sofa: full size, \$70. Epson printer, black & white, \$50. Call 773-6219.

Reo Window Co. door shade. White w/beaded chain on side to pull up and down, used short time. 25 1/2" wide plus fixtures. \$20. Call 797-7929.

1989 VW Golf, new tires and sticker, 146K, dependable, \$1,850. Two tickets for Monks of Tibet, Merrill Auditorium 3/19/99, \$30. Call 929-4597.

Scarborough condo, Oak Hill area. 10 min. to MMC. 2 BR, 1.5 bath, lovingly decorated and maintained, full dry cellar, nicely landscaped deck, Monitor heat, 5-unit complex, quiet neighborhood, dead-end street. By owner. \$79,900. Call 883-6036.

1985 Audi 5000. Maroon, 4 DR, automatic, new tires, new parts, sunroof, climate control, AM/FM cassette, great condition. \$3,500. Call 775-5248.

1988 Chevy Corvette. Red, tan leather, automatic, glass top, new tires, great condition; \$11,500. Oak dining room set 42 x 60 table w/2 leaves, 4 Windsor chairs, Windsor bench, large hutch with glass doors, excellent condition; \$1,800. Call 929-4137.

1986 Ford Escort Wagon, 4 DR, auto, very reliable, low mileage. Asking \$1,100. Call 772-7732.

Kenwood stereo system. Stereo, cassette & receiver, multi CD player, glass case, all black, 2 yrs old. Paid \$1,200, will sell for \$600. Call 799-4704.

20' Regal boat, 202SC Valanti, cuddy. Bought new in 1995. Fish finder and compass, plus basic amenities in-

cluded. Sebago Lake use only, very low hours, Mercruiser V8. Exc. cond. Asking \$13,500. Call 892-0812.

Electric range. GE. Slide-in. Black with stainless steel cook top. Self cleaning oven. 7 YO, very good cond., works great. Replacing with gas. Asking \$100. Call 829-6051.

150 Beanies, 150 Barbies, 20 Attic Treasures. \$4,000 or BO. Call 854-5802.

## FOR RENT

Large 1 BR apt. Close to MMC (walk to work). New hardwood floors, newly renovated & sunny, quiet, woodsy area, no pets, no smoking, parking. \$500/mo. plus utilities. Call 773-1151.

Got the winter blues? Rent a camp in Bethel. 4 BR camp on South Pond. Private beach, great location. \$450/wk. Call 282-5083.

Luxury apts. located at Holt Hall. Unique and distinct floor plans. Choose from studio, 1 & 2 BR apts, 1 BR penthouse apts. Air conditioning, gas fireplaces, washer/dryer. Call 780-1888.

West End, 75 Carleton St. 3 BR, 6+ room townhouse apt. w/1 1/2 baths, hardwood floors, skylights, pantry, washer/dryer hook-up, dishwasher, gas stove, storage, parking, southern exposure. Heated. Newly renovated and gorgeous. \$975/mo. unfurnished or \$1,075/mo. furnished. Includes new washer/dryer. Call 761-7261.

Lakefront. 2 BR apt. on Sebago in Raymond. \$650/mo. plus heat & utilities. Includes appliances and has washer/dryer hookups. Avail. April 1. Lease, sec. dep., refs. required. Call 655-7295.

Waterfront camp w/beach, near Baxter Park, Mt. Katahdin. Sleeps 6; option for 2 camps, 12 people. Call 657-2104.

MMC area, room with private bath. NS. \$250/mo. plus sec. dep. Call 865-4676.

The deadlines for announcement-length items and **MARKETPLACE** are March 17 for the March 31 issue and March 31 for the April 14 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.

Near MMC-Brighton campus. 1st floor, 2-3 BR, hdwd floors, washer-dryer hook-up, oil heat, gas hot water. NS bldg., no pets. \$725/mo. + utils. Avail. now. Call 797-7067 eves.

## ROOMMATE WANTED

Hard-working, friendly woman looking for easy-going, responsible female roommate, late 20s, early 30s. Plan to move 1/99 near MMC. Looking for 2 BR apt., approx. \$600/mo. Call 284-9400 or 871-2874.

Seeking female roommate in Westbrook on Austin Street. \$300/mo. plus 1/2 utilities. Call 854-5802.

## WANTED

Looking for 1 week summer rental of a 2 - 3 BR. oceanfront cottage close to Portland. Preferably Higgins, Scarborough, or Pine Point Beach. Please call 775-9120 evenings or 879-8027 days.

Games and educational discs for Apple lic computer, especially for young children. Call 655-2246.

Home for 6 YO black & white F Springer Spaniel. Call 878-8134.

## SERVICES

Available for residential cleaning. Experience, excellent references. Reasonable rates. Call 767-6320.



## What's Happening?

at Maine Medical Center

**All month** **Healthviews.** Xtra TV 4, Thursdays, 2000-2100 hours.

**Mar. 10** Meditation for Lent. 1205 hours, Chapel.

**Mar. 10** Ethics Forum. Dana #2. All welcome. 1500-1600 hours.

**Mar. 19** *Medical & Surgical Emergencies in Clinical Practice.* Dana Center.

**Mar. 25** 6th Annual Quality Fair, 0900 hours-0900 hours March 26. Cafeteria.

**Mar. 25** 4th Annual Howard R. Ives, MD, Lecture. Auditorium. Call 871-2397.

**April 7** *Healthy for Life.* 2000 hours, WGME13.

**April 9** 6th Annual Mud Season Conference. 0730-1530 hours. Dana Center. Call 871-2662.

**April 14** Ethics Forum. Dana #3. All welcome. 1500-1600 hours.

**April 19** *Photo Contest for Kids.* Through April 24, Maine Mall Center Court. Call 871-2101.

### Maine Medical Center's Employee Assistance Program

**It's there for you.**

**For a confidential appointment, call 761-8345.**

**930 Congress Street, 3rd floor**

☐ 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.

**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

**CENTRAL SUPPLY:** Michael Tracey

**CHILD LIFE:** Jessica Truman

**DISTRIBUTION:** Sarah Gleason

**ENVIRONMENTAL SERVICES:** Edina Thompson, Lawrence Edwards

**INFORMATION SERVICES:** Taylor Ongaro, Donald Scott, Jennifer Dervis, Dennis Ryan

**MMCRI:** Adrienne Andrews

**NURSING:** Mary Brennan, Susan Browning, Sara Coskery, Elizabeth Elliott, Kay Faulkner, Eric Gosselin, Kimberly Gullikson, Constance Hebert, Betty Lagasse, Jami Marston, Heather Mazerolle, Stacy Mizerak, Janet Quint, Traci-Lyn Rolfe, Germaine Roma, Jill Skrabalak, Dana Smith, Donna Talbot, Jennifer Varney, Leah Williams

**OPERATING ROOM:** Lee Lachtara

**PATIENT ACCOUNTS:** Lawrence Chartrand

**PHARMACY:** Jason Carlson

**PHYSICAL THERAPY:** Daniel Bastien, Aaron Eaton

**PSYCHIATRY:** Wayne Bachner, Deborah Prescott

**SECURITY:** Lloyd Gaudette

**TELECOMMUNICATIONS:** Steven Brewster

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