

# What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

## Holiday Receptions

*Maine Medical Center will celebrate the season with its Hats Off To The Holidays reception on Wednesday, December 16th.*

When you get dressed for work on December 16th, don't forget your hat! Show your holiday spirit by donning a festive hat or headpiece and join in the fun during *Hats Off To The Holidays*.

A special Morning Reception for third shift employees will kick-off the celebration from 0530 to 0830 hours. Brunch and holiday music will be provided for everyone on that shift. The Maine Medical Center Singers, featuring harpist Dorothy Hansen and soloist Joe Wyman, Human Resource Representative, will also make a special appearance.

An Afternoon Reception for retirees, volunteers, and first and second shift employees will be held from 1400 to 1800 hours. A holiday buffet and *Music By Hollywood*, DJ Bill Henderson will put you in the dancing mood.

The Scarborough Campus will host its party on Thursday, December 10th and the Brighton Campus will celebrate on Thursday, December 17th.

Take time for holiday fun!

## MMC elects trustees and officers

The Maine Medical Center Board of Trustees welcomed three new trustees, said farewell to three of its members, and elected officers at their November 5th annual meeting.

The new Trustees are Robert B. Waterhouse, MD, Hugh G. Farrington, and Heidi Hansen. They join Joseph R. D. deKay, DO, Michael W. McNamara, and Owen W. Wells who were all reelected to serve on the board through the year 2002.

### *The board expressed deep appreciation to retiring Trustees*

***Walter B. Goldfarb, MD, Warren D. Apern, MD, and Judith Irish.***

Owen W. Wells was elected as Chairman, Hugh G. Farrington as Vice Chairman, Vincent S. Conti as President, John E. Heye as Treasurer & Registered Agent, and John D. Duncan as Secretary.

Other officers elected are: Richard W. Petersen, Executive Vice President & Chief Operating Officer, F. Stephen Larned, MD, Vice President, Medical Affairs, Judith T. Stone, RN, Vice President of Nursing & Patient Services, John

E. Heye, Vice President, Finance, Paul D. Gray, Vice President, Planning, Dennis P. King, Vice President, Behavioral Health, and Michael J. Ryan, Vice President, Operations. Donald E. Quigley was elected Assistant Secretary.

## Letter thanks employees for fire response

*This letter was sent to all who were identified as playing a role in the fire response on Sunday, November 29th. For any we may have missed, and for all of you who are ready for anything, we'd like to share it with you.*

Last Sunday, Maine Medical Center experienced something that all of us who operate hospitals fear: a fire. It turned out to be a small fire, quickly contained to the area around the kitchen on the Cardiac Intensive Care Unit. We moved all the patients to another floor without incident, and had them back in their rooms the next day.

Looking back, it is clear that the response to the fire was far "larger" than the fire itself, and that is as it

**FIRE, SEE P.2**

**Countdown to a smoke-free campus:  
early January 1999!**

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## Special Screening Day for Women

On Saturday, October 24, 1998, Maine Medical Center, in conjunction with the Women First Coalition and Mercy Hospital, conducted a Special Screening Day for women over 50.

The screening day was an effort to enroll women in the Maine Breast and Cervical Health Program which provides early detection screening and diagnostic services to Maine women ages 50 and over who have limited or no health insurance.

Volunteers from Maine Medical Center and the Women First Coalition worked side by side to provide 37 women with a free mammogram, pap test, and clinical exam. Women came from all over York and Cumberland County to receive these lifesaving services, many travelling more than an hour.

In total, 71 women were screened at Maine Medical Center and Mercy Hospital on Saturday, October 24th. Many thanks to the volunteers who have worked since April to plan this event and who helped to conduct the screenings.

The hospital staff and volunteers who worked that day were: Cindy Dreher, Peggy Akers, Kerry Twitchell, Jacki LaConte, Lois Tiediken, Kathy Beach, Vicky Hunt, Terri Mathew, Betty Nichols, Daisy Higgins, Mary Louise Record, Cecile Travers, Geneveive Melon, Marguerite Reed, Donna Cook, Dee Edgecomb, Kathy Dow, Jamie Guay, Trudy Manning, Liza Vallese, Nicole Irvin, Caroline Diamond, Andrea Doria, Joan Couture, Barbara Luke, MD, Donna Cody, Teresa Plouffe, Cathy Miller, Donna Craine, Miriam Leonard.

### FIRE, FROM P. 1

should be. In a hospital setting, we have to respond to any fire alarm as if it were a disaster. That is why all employees are trained in fire safety, why we conduct regular drills, and why we constantly review procedures to make certain that in the unusual event of a fire, we can protect our patients. We should note that the City of Portland, likewise, takes no chances. The Fire Department responds to MMC frequently for what turn out to be minor alarms, but like us, they keep constantly trained and alert to protect life and property.

The good news is that it all worked for us last Sunday. It's quite a challenge to single out individual employees or even departments for their response to the fire, because there were so many of you. The response continued long after the danger had passed, as the damage was repaired, the unit was cleaned, and patients were returned. It even continues now, as policies and procedures are reviewed and changes implemented to prevent future problems.

This shouldn't surprise us, because MMC employees have demonstrated time and again that they are up for any challenge. Ice storms, floods, power failures, and extraordinarily heavy demand for services — whatever comes, you handle it. It makes us especially proud and gives us comfort to see this potentially tragic situation handled so well.

No one can anticipate every situation, but when you have great people, you can anticipate that they will do the right thing. Our thanks to you and your colleagues.

Sincerely,  
Vincent S. Conti  
President and Chief Executive Officer

## The "Tradition of Giving" Continues

Thanks to the efforts of a dedicated group of volunteers under the able leadership of Eleanor Baker, the 1998 MMC Annual Fund is reaching its sixth straight year of achieving a half million dollars in gifts. This "Tradition of Giving" touches many people in many ways by helping to provide much needed funding to purchase equipment, support critical research initiatives, provide continuing education for healthcare professionals, and maintain the best possible facilities. These gifts, both of time and money, reflect a personal commitment to sharing MMC's vision to provide healthcare excellence — a commitment we deeply appreciate and value.

## Books Are Fun Book Fair

Trying to find the perfect gift for someone in your life this holiday season? Browse through the wide selection of books at the *Books Are Fun Book Fair* in the MMC Cafeteria on:

Monday, December 21  
1200 - 1600 hours

Tuesday, December 22  
1100 - 1600 hours

Wednesday, December 23  
1100 - 1600 hours

Books for all ages will be available at a good price. You are bound to find something special for those on your shopping list.

# Caring

## TO MAKE A DIFFERENCE

December 9, 1998

*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.*

### A Kinder, Gentler Face At MMC

The Department of Pastoral Services presents a unique image of Maine Medical Center to our patients, their families, and the community at large. To those of us inside MMC, the Department of Pastoral Services is a very important part of the entire holistic approach to the healing process.

**Customer Service** is written right into the mission of the Department of Pastoral Services. Helping patients and their families and our employees deal with some of life's most personal and stressful times is what this group of special people have the privilege of doing, 24 hours a day, 365 days a year. To those outside of MMC they help balance the "High Tech" public view that we are so noted for with a "High Touch" approach to healing the entire person.

Alex Cairns, who has "been in the business" for 33 years and has been the Director of Pastoral Services at Maine Medical Center for the past 14 years, says that because of their unusual position within the hospital structure, the Department of Pastoral Services has "access to everyone but threatens no one". They are a safe haven for any one of us when we need someone to listen. They can provide a most needed link between the employee and external support

system such as the EAP or community agencies.

You might be surprised to learn that along with Alex as the department director, there are a wide variety of paid and volunteer staff that also provide these services throughout the year. The Reverend Judith Blanchard, PHM, is a full-time Protestant Chaplain. There are three part-time Roman Catholic priests: Fr. Albin Andrus, Fr. Patrick Glavin and Fr. Anthony Egan along with the Reverend Audrey Delafield as the Episcopal Chaplain. The Department is also supported by three

volunteer chaplain associates and dozens of Protestant clergy and Eucharist ministers that take night, weekend and holiday call. Renee Russo provides an invaluable service as the department secretary.

Even with this impressive list of ecumenical staff and volunteers, it is impossible to personally visit each of the more than 100 patients admitted to the medical center on an average day but as Alex says, "we do pretty well!". Patient visits and needs are prioritized based on many factors such as religious preference, current address (an assumption is made that those who are a long distance from home may desire the support), severity of illness, location within the hospital, and by request of the patient, family, or the nurs-



Wishing you Holiday Greetings! From left: Chaplains Judith Blanchard, Patrick Glavin, Nina Scriber, Alexander B. Cairns, Secretary Renee Russo, Albin Andrus. (Missing: Audrey Delafield, Anthony Egan, Ralph Short, Eileen Reynolds.) AV Photo.

ing staff. Providing a religious preference at the time of admission allows the pastoral staff to begin planning for the spiritual needs of the patient as early as possible.

The Department of Pastoral Services also supports the educational component of the hospital's mission by providing didactic and clinical experience for six to eight Clinical Pastoral Education residents for a summer/academic year program in Clinical Ministry. Maine Medical Center is one of only two hospitals in Maine that has a CPE program.

*They are a  
safe haven  
for anyone...*

According to Alex, the impending holiday season can be a difficult time for many due to the added stresses of balancing family commitments with working a holiday schedule. For others the holidays are difficult because they emphasize the pain of loved ones lost.

During the season of advent the members of the department become more active in community services and religious events. They also offer times of prayer in the chapel on Wednesdays. Keep an eye out for the upcoming schedule.

When asked how the department best displays positive customer service, Alex said without hesitation that all of the staff and volunteers in the department are **kind and caring** people who have a genuine interest and a willingness to serve.

This "kinder and gentler face" of MMC is one we are proud to show-off to community both in and out of Maine Medical Center.

## A Look Into The History Of Quality In Healthcare

For those of us who thought that Quality Improvement, TQM, CPQI, and Performance Improvement were just developed over the last 10-20 years, here are a few facts about the long and rich history of quality in healthcare!

2000 BC- Egyptian papyri document state of the art medical standards for practice.

1100 BC- Chou Dynasty requires physicians to pass an examination before entering practice and determines physician competence and payment on the basis of patient outcomes.

AD 100 - Roman Emperor Antonius Pius issues an edict that requires credentialing by physicians, uniform standards of practice, and uniform geographical distribution.

1500's - Royal college of Physicians in England establishes itself for medical licensing and self-regulation.

1760's - New York State enacts the first exclusive licensure act which requires that anyone practicing medicine or surgery be licensed by a government appointed board.

1910's - American College of Surgeons develops the Hospital Standardization Program and promotes on-site surveys for hospital accreditation.

1951 - The JCAHO was established.

1970's - American Hospital Association (AHA) approves "A Patient's Bill of Rights", which includes rights to informed consent and considerate and respectful care.

1980's - The Joint Commission announces its agenda for change to emphasize outcomes over structure and process, and to develop a national comparative data base.

1990's - The Joint Commission replaces quality assurance with quality assessment and improvement. Health reform bills propose performance reporting and the managed competition of health plans on the basis of cost and quality.

Source: *Quality In Healthcare, Theory, Application and Evolution*, Graham, 1995

## JCAHO Accreditation, Why Do We care?

*This is the second part in a series on the Joint Commission For Accreditation of Healthcare Organizations. Here we will briefly discuss the importance of accreditation.*

Healthcare organizations seek Joint Commission accreditation primarily as a means to improve organizational performance. Accreditation may also be used to meet Medicare certification and in many states, licensure requirements. It is also a condition for certain insurers and other payors.

Many hospitals find that it helps build community confidence and helps recruit top medical staff. It can also reduce a hospital's insurance liability.

Many healthcare leaders today believe that with improvement in quality will come corresponding decreases in cost. Doing "the right thing, for the right patient, at the right time, by the right person" reduces errors, rework and ex-

pense. The ability to proactively and effectively manage quality is the only way that organizations will survive and prosper in the face of stringent resource constraints and increasing demands for better health outcomes.

In the next issue we will take a trip inside the mind of a JCAHO surveyor! What will they really be looking for when they visit us next spring?

Become involved in **your** department's efforts to improve performance. Our patients will thank you when they experience the results!

*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.*

## Add Your Light

It's not too late to purchase a light in honor of someone important to you for the tree in the MMC Courtyard. Your donation will benefit The Barbara Bush Children's Hospital. Stop by the Flower Box or in the hallway just inside the Courtyard now through Christmas for your light.

## Do you want to quit smoking?

With only days remaining before Maine Medical Center becomes a smoke-free campus, now may be the time to take advantage of the smoking cessation programs available to you.

Smoking cessation assistance is available to all Maine Medical Center employees through the Division of Pulmonary/Critical Care Medicine.

Don't get discouraged! Most people make many attempts before succeeding. Different people have differing needs and desires.

We can offer straight talk, self-help materials, information on new therapies, referrals to local groups or resources, individual counseling, or an empathetic ear.

For more information, call Tim Blanchette, Pulmonary/Critical Care Medicine, at 871-2662 or voicemail 871-2768.

## Nursing Education

Monday, December 14  
0800-1600  
*Professional Practice Day  
for the New Rn*  
0800-1600 hours  
Dana Center Classroom #7

## Weight Watchers At Work

It's that time of year again... New Year's Resolution time. What better way to make a real effort to take off those extra pounds than to attend the **Weight Watchers Open House on Tuesday, January 5th at 1200-1300 hours in Dana Classroom 9?** All following meetings will be in the same place, at the same time, beginning January 12th. The cost is \$139 for the series and payroll deductions are available.

The new series will run fifteen weeks. Piece of cake!

Remember, if Fergie did it, so can you!

Call Lisa Filippelli at 871-2196 for more information.

## Lost?

There may be no Yellow Brick Road to guide you, but there are plenty of signs to lead you to the new Barbara Bush Children's Hospital Inpatient Unit. Our new pediatrics unit is located on the 6th floor of the LL Bean Building. Room numbers are 630-663. You don't even have to click your heels three times to find it!

### PALS Course

(Pediatric Advanced Life Support)

**January 12, 1999**

0730-1630 hours

**January 14, 1999**

0730-1030 hours

### ACLS Course

(Advanced Cardiac Life Support)

**February 9, 1999**

0715-1620 hours

**February 23, 1999**

0730-1600 hours

Courses held at Turning Point and sponsored by Department of Critical Care

David Kissin, BS, RRT, Course Manager

Call Cheryl Bickford, x4173 for details.

## Swan and Nutrition Services win award



Michael Swan, Associate Vice President for Administrative Services, has received the *Partnership in Leadership Award* from the Society for Healthcare Foodservice Management (HFM).

The award recognizes the high standards of excellence achieved by the MMC Nutrition Services Department in partnership with the hospital's administration.

"It is nice to be recognized by HFM and to share this with Mary Keysor and the Department," says Swan.

Mary Keysor, Director of Food and Nutrition Services, credits Swan for building the partnership over the last 12 years. "He is a team player, a problem solver, and an advocate," says Keysor.

No other administrator in the country shares the honor of receiving the award – this is the first time HFM has presented it to someone in administration.



Pat Plummer, Rehabilitation Manager, left, Susanne Sinclair, Head Nurse, R4, and Arlene Morse, PT, pose after Sinclair won the Rehab Week Contest. AV Photo.

## Rehab Week Contest stumps many

It may not be the million dollar question, but when employees participated in a Rehab Week contest, it was the question that many people got wrong.

So, where is the Rehab Department located? If you answered MGB4, you are right! If you answered R4 you are wrong... and in a lot of company.

The majority of treatment provided by therapists at MMC is done throughout the hospital at bedside, or on individual units. The Rehab Department has small clinic space loaned to them for treatment on R6 and R4 and they also have space in the new wings.

Only three people answered all the Rehab Week questions correctly: Sue Sinclair, RN, Sue Reeder, RN, and Deb Mcpherson, RN. Sinclair was chosen the winner.

## Pediatric Rehab now at BBCH

There is no place like home and now children can stay close to home at Maine Medical Center for their inpatient rehabilitation.

As part of the initiatives of The Barbara Bush Children's Hospital, Pediatric Rehab is now offered at MMC. Until this time, families had to take their children as far away as Delaware to receive the care they needed.

Prompted by feedback from physicians and families stating that moving children out of the hospital after their initial acute stay was financially and emotionally disruptive, a planning team was formed to put the program in place.

The team included physicians, physical therapists, occupational therapists, speech/language pathologists, dieticians, social workers, discharge planners, nurses, pediatri-

cians, child life specialists and tutors, and neuropsychologists.

Their work resulted in a structured, formal day of therapy for children up to seven days a week. Rehabilitation services will be provided on the new pediatric wing, and for the first time, there is a dedicated space for therapy on the unit.

"Our goal is to provide a quality rehab service in Maine so that families don't have to travel," says Kim Hillman, MS, CCC, SLP, Program Coordinator. "These new services provide a smooth transition back into the community for these children."

For more information about the program or to make a referral, contact Kim Hillman at 871-4072.

### Arthritis Self-Help Course

**Monday, January 4, 1999**

and continued on Mondays for

6 weeks

**1000-1200 hours**

at the

Brighton Campus

Through exercise, relaxation, and education attendees will learn skills to assist themselves in managing the daily care of their arthritis and remaining as independent as possible. Cost is \$25 for course and materials.

**For more information, call**

**879-8377.**

# Marketplace

## FOR SALE

Solid Oak entertainment center. Holds 27" TV w/adjustable shelving for VCR & stereo w/glass doors. Pull out drawer for CD's, tapes etc. Very good condition. \$200 or BO. Solid Pine 4 posted King size waterbed w/6 drawers. Full size dresser w/6 drawers & matching mirror, 5 drawer chest, matching night stand. Exc condition. \$600. Solid Pine 4 posted full size waterbed w/6 drawers and matching night stand. Exc condition. \$200. Contemporary style sectional sofa. Chintz fabric. Cream colored background w/teal, mauve and peach floral design. Two mauve swivel chairs w/matching ottoman. Purchased at Furniture Market. Life time warranty. Exc cond. \$700 for the set. Will sell separately. Call 885-5209.

G.E. Self-cleaning stove white w/black door & control plate. Excellent condition. \$250. Yamaha student flute. \$400 new - needs repair - sell for \$275 or BO. Call 829-6745 or 879-8075.

1994 Nissan Maxima wht/bl leather int. Automatic V6. Remote start, cell phone, 6 CD changer. Excellent condition. \$10,500. Call 878-2025.

1990 Blue Olds Cutlass Ciera, 90,000 mi, A/C, excellent cond., new sticker. \$3,000. Call 774-7052 after 5:00 p.m.

1992 Chevrolet Cavalier Z-24, V-6, 3.1, 5 speed, black \$6,900. Call 284-2362.

Queen sofa bed, \$250. Student desk, \$50. Exercise trampoline, 36" diameter, \$20. Call 772-7193.

Living room set - couch, loveseat, chair - dark tan w/blue flower pattern, \$100/set. Living room set - couch, loveseat, wing back chair - cream w/flower pattern, \$300/set. Glass top coffee table & end table, \$100/set. Bedroom dresser & matching bureau w/mirror, \$75/set. Supersingle waterbed w/bookcase headboard, \$40. Extra Large Capacity Washer & Dryer, \$250/pair. Exercise bike, \$25. Piano - needs some work and tuning, \$50. Call 767-5453.

17 foot Aquaterra Chinook sea kayak. Paddle, skirt, hatch, covers, more

\$550. Four 195/65 x 15 Toyo studded snow tires. Less than 1k miles. Fit Mercedes/Saab/others. \$200. Call 926-4682.

1997 Ford Taurus 19,500 miles V6, A/C, PS, PW, tilt wheel, 12 disc CD changer. \$11,500. Call 799-6462.

Cut your own Christmas Trees. \$19.90 plus tax. FMI call 892-7231.

Christmas wreaths and swags. Plain or w/bow. Call 883-7122.

Free to good home - 3 grown cats. 2 female (spayed), 1 male very loving, abandoned by owner. Separate or together. Call 774-0564.

1987 Honda Civic 3 door, 4 speed standard. 188K miles. CD player. 30 city, 45+ highway. \$900. Call 797-2872.

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

1989 Ford Probe, 5 speed manual, 95,000 miles, AM/FM stereo, cassette, excellent condition. \$3,100. Call 284-0739 after 5:30 p.m.

1996 Ford Explorer Sport \$16,000 or BO. Call 353-4258.

1971 Chevy Camaro 350, 5.7 liter, red w/black pin stripes fully restored, never seen winter, new stereo. No work needed. Race ready inside and out, \$7,000. Call 657-4687.

Lowe Alpine Contour IV expedition backpack. Internal adjustment frame, 900 Cu In capacity. \$125. Marmot Sawtooth 600 down sleeping bag w/compression sack. Size reg, w/right-hand zip. Brand new, never used. \$110. Call 874-0096, leave message.

Brand new red & black ski jacket w/matching pants. \$60. Call 773-1934.

Men's Black Leather "biker" jacket. Size 38. Excellent condition. Asking \$60/ original price \$250. Call pager 544-1333 Mon - Fri 10 am to 6 pm.

WWF WarZone: The Video Game for PlayStation plus memory card, played once. \$50. Magic: The Gathering set of the Mirage expansion set all in mint condition. (Missing 1 card called Reflect

Damage. Retail value, about \$2.50 - \$3.00) + binder w/all cards in 9 card pocket pages. \$100. Call 842-6338 after 3:00 p.m. on weekdays or anytime weekends.

6' x 10' single axle landscape trailer w/4 x 6 steel ramp 15 inch wheels. \$1,000. Call 929-5443.

## FOR RENT

Moody Beach furnished apt available now. Color cable TV. Fully equipped kitchen, dishwasher, washer/dryer. Rent by the night, week or the month. Sorry no pets. Call evenings after 6:00 p.m. for appt. 646-5608.

One BR apt, 2nd fl, \$675/mo. Heat & hot water included. Off street parking for 1 car. Walking distance to MMC. Call 865-3818. Leave message.

Falmouth Foreside, newly renovated 2 bedroom home near Yacht Club. Nice yard, oil heat, \$1,100/mo plus utilities. Non-smoker, 12 mo lease. Call 781-3077.

House for rent at Higgins Beach, Scarborough. Year round rental - small, furnished house. Perfect for one person. No smoking, no pets. \$600 mo plus utilities, plus sec dep. Call 885-0191.

Quiet 2 BR apt just off Eastern Prom, Fort Allen Park and Casco Bay. 3rd fl unit w/DW, skylights, deck, yard, porch, coin-op laundry. \$650/mo incl heat & utils. History of happy MMC tenants. No pets. Call 541-7503 days or 878-5708 eves.

## ROOMMATE WANTED

S/W/F, 43, seeks non-smoking male or female roommate for sunny, 3 BR, Deering Center apt beginning 12/1. Call 367-5901.

M/F non-smoker to share nice 2 BR apt near USM. Washer/dryer, deck, parking. \$275 + 1/2 util. Call 871-7036.

## WANTED

Antiques and collectibles. If you have anything old, stored away and not being used, please call 839-5997 after 3:00 p.m.

## What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Xtra TV 4, Thursdays, 2000-2100 hours.
- Dec. 9** Window Decorating. 1600 hours. See p.1
- Dec. 9** *Research (Searches and Utilization).* 1200-1400 hours, Dana Center, classroom #7. See p.4
- Dec. 9** *Breast-feeding and the Working Mother.* 1830-2030 hours, Maine Health Learning Resource. See p.2
- Dec. 14** *Professional Practice Day for the New RN* 0800-1600 hours, Dana Center #7. See p.4
- Dec. 16** Holiday Reception. 0530-0830 hours and 1400-1800 hours. See p.1
- Dec. 21-** *Books Are Fun Book Fair.*
- Dec. 23** 1200-1600 hours on the 21st. See p.2  
1100-1600 hours on the 22nd and 23rd. Cafeteria.
- Jan. 4** *Arthritis Self-Help Course.* See p.6  
1000-1200ours. Brighton Campus.
- Jan. 5** *Weight Watchers Open House.* 1200-1300ours. Dana Center #9. See p.5
- Jan. 12** *PALS.* 0730-1630 hours.
- & Jan.14** 0730-1030 hours. See p.5
- Feb. 9** *ACLS.* 0715-1620 hours.
- &Feb.23** 0730-1600 hours. See p.5
- Feb. 15-** *The Photo Contest For Kids.*
- Feb. 16** Maine Mall Center Court.

## NEW EMPLOYEES

**ENVIRONMENTAL SERVICES:** Natalie McGinty

**FOOD SERVICES:** Governor Jordan

**NURSING:** Rosanna Knight, Donna MacDermott, Selma Mechinovic

**PATIENT ACCOUNTS:** Yvonne Wallace

**PHARMACY:** Cynthia Butler

*Employee Health Office*  
7 Bramhall Street, Suite G  
Office hours are  
Monday–Friday  
0730-1600 hours,  
by appointment only.  
Please call 871-4011 to  
arrange your visit.

### 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.

### *fresh air* Comment Line

Call the Fresh Air Comment Line and share your thoughts about MMC's expanded smoking policy.

Dial 871-6998, press 1, then dial 10054#. Leave a comment, ask a question, tell us what you think. Leave your name and number if you want a return call.

### *Maine Medical Center's Employee Assistance Program*

**It's there for you.**

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

**930 Congress Street, 3rd floor  
Located at corner of Congress  
and Gilman Streets, across  
from Employee Garage.**

*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.

Please return this address label in an envelope to the Public Information Department.

## What's Happening?

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