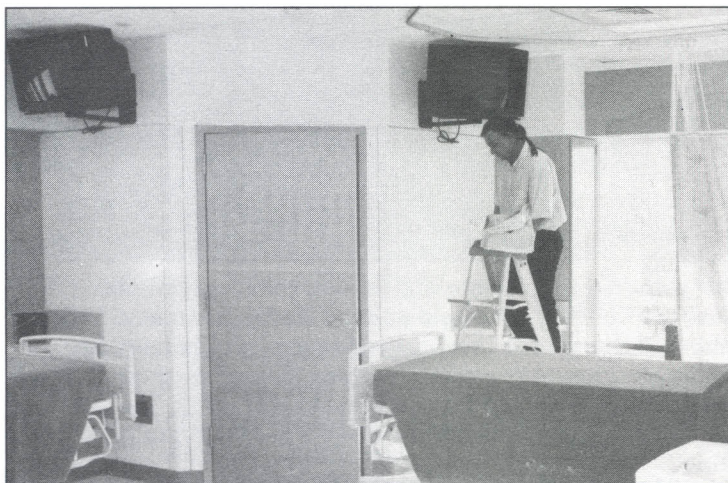


What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER



MMC shows off new units with Day of Celebration

Working right through the day before the 'big day', the painters, electricians, plumbers, carpet installers, and MMC's Environmental Services, Engineering, Purchasing, and many other staff put the finishing touches on the new Marshall L. and Susan Gibson Pavilion and The Barbara Bush Children's Hospital at Maine Medical



Center. They were getting ready for MMC's Day of Celebration, September 19. And when our honored guests and public tour participants visited the new units, they were beautiful!

Here are photos of work being done the day before, the tours, and the Celebration Program. AV Photos.



**Do your heart good
at the first
*I Love Food***

**Lunch & Learn program
Wednesday, October 28
1200-1300 hours
Dana Classroom 2**

Join MMC dietitian Cindy Rubinoff for a low-fat snack, heart-healthy recipes, and a discussion of:

- Fat budgeting
- How to read grocery labels
- How to modify recipes

Seating is limited to the first 40 respondents. RSVP by calling 871-2196.



Family Practice Center staff gathered for a photo after doing some ceremonial damage to the former Levinsky's building with gold-painted sledge hammers. They got their blows in before the real demolition crew arrived several weeks later. The center and the Family Practice Residency Program are going "home" to their original building after renovations that should be complete in July 1999. The Levinsky's building is located across India Street from MMC's Family Practice Center in Portland. AV Photo.

Enjoy the flavors of the season

Maine Medical Center presents *Heart-Healthy Harvest*, Tuesday, November 10, from 1800-2000 hours in MMC's Cafeteria.

This latest presentation in the *I Love Food* heart-healthy dinner series features:

- a delicious harvest dinner, complete with appetizer and dessert
- low-fat recipes and ideas for your Thanksgiving dinner menu
- tips for managing holiday (and everyday) stress
- expert answers to your heart-health and nutrition questions

The dinner fee is \$10 per person. To make reservations, please dial 1-800-382-8922, or call Public Information at 871-2196 for more information.

Watch *Healthviews*

Maine Medical Center's Health Information Television Program

Building on the Promise ... and Beyond

featuring

- The Barbara Bush Children's Hospital at Maine Medical Center
 - The Marshall L. and Susan Gibson Pavilion
 - MMC Family Practice Center Construction

*Program airs Thursdays on Time Warner Cable channel 4
at 10 AM, 2 PM and 8 PM.*

For more information, call Janet Alexander, MaineHealth, 775-7001.

Southern Maine Prostate Cancer Support Group

Meets the 2nd Tuesday
of each month in the Dana
Center, 1830--2030 hours.

Men seeking support
and information
from men who have dealt with
prostate cancer are welcome.

Guest speakers.

**Outreach Education Council
for Critical Care
presents a workshop for nurses**

**Infectious Disease:
Contemporary Clinical
Challenges**

**Friday, November 6
Dana Center
For a brochure or to
register, call 871-2290.**

Caring

TO MAKE A DIFFERENCE

October 15, 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.

It is my pleasure to be writing this article from the viewpoint of 'The Customer', and a **delighted** one at that!

The journey began when my desktop printer began acting up. I put up with the inconvenience for a while, but finally decided that indeed I needed help. After convincing myself that it wasn't just some step that I was forgetting or that my impatience was catching up to me, I mustered up the courage to make the call. They say that the first step to healing and moving on with your life is to be able to ask for help ... so ... I dialed **871-6400**, the **Maine Medical Center Help Desk**.

What I found on the other end of the line was a computer 'crisis intervention worker' (or so it seemed) in the person of Wes Raspiller. Wes greeted my call with an attitude that told me that I was the most important person to need his help that day! Obviously, this was not the case; I soon learned this is just the way he approaches his job every day. He loves his job and it shows! When we ended the call, not only was my original problem on its way to being solved, but Wes discovered a couple of other changes he was able to make to improve the performance of one of my computer applications. His calm and reassuring manner was just what a frustrated 'user' wants to

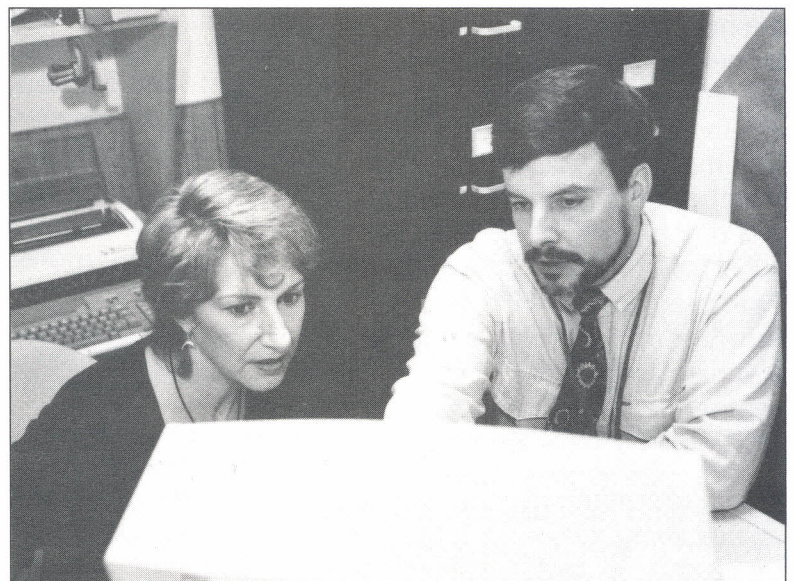
encounter. Needless to say, my expectations were exceeded!

All kidding aside, Wes represents one of a group of eight individuals (*Mary Beth Davidson, Nancy Cote, Hans Cook, May Robb, Jeff Vincent, Ron Brown, and Kevin Smith*) who cover the Help Desk Monday through Friday, from 0730-1630 hours. They are responsible for coming to the rescue of more than 2,000 desktop computers and their users. Located at the Gateway, they are part of the Customer Services Department of Information Services.

Over the past several years, the tremendous size and complexity of the Maine Medical Center network has called for an expanded and effective support system. Information Services (IS) staff realized that as the network and technology became more complex, it was increasingly difficult to know who to call for what

problem. This is how the Help Desk was born.

The preferred method of problem resolution is to address the need right over the phone. Two of the eight Help Desk staff are stationed at the Bramhall Campus during weekdays. Other staff are responsible for covering the Scarborough, Falmouth, and Brighton locations, and other sites (*John Roberts Road & Bath*). They respond to calls for help that cannot be handled over the phone by the staff on duty at the Gateway. Depending on the level of urgency, you will be visited by someone like Wes who will patiently and expertly walk through the problem step by step. It is not only their expertise that will impress you, but their attitude. Did I say Wes loves what he does? That helping attitude is



Wes Raspiller answers a question from Renee Russo in the Chaplain's office. Renee's was only one of about 50 calls received by the Help Desk that day. AV Photo.

evident in the folks who work in Computer Network Services as well. Remember the trouble I was having with my printer? Within just a few short minutes of hanging up the phone with Wes, I was paid a visit by Mike Faietta who delivered a back-up printer (across the street to the CPQI office) to use while mine was being fixed. His parting words when he left were ... you guessed it: "I love my job!" Very often, magic moments like these can brighten the entire day. These folks spread help and good cheer wherever they go!

I decided to follow Wes around for a couple of hours one day and I learned several things. Wherever there is a PC user, you will eventually find a Help Desk person. We traveled from the main computer room to radiology to the anesthesia offices to the office of the new Chief Operating Officer, Rich Petersen. It was very impressive to see the level of expertise these staff need to possess, not only on the dozens of software programs used at MMC, but on all the networking and 'behind the scenes' technical know-how.

And now a few statistics on the volume of work this department accomplishes.

Number of calls to the Help Desk in a day (4/1/98 to 9/30/98):

6,723 trouble calls, an average of 51 logged a day

Number of calls from each site: approximately 30%.

Average length of time to resolve a problem: 1-2 days, depending on the complexity and number of people who may need to become involved in solving the problem.

We are so happy when we hear the words "Help Desk, may I help you?" Thanks to all of you!

—Cindy Bridgham

Book Review

Two new books in the CPQI resource library are recommended for today's up-to-date customer service advocate.

Service Savvy Health Care: One Goal At A Time is written by authors Leebov, Afriat, and Presha. The book is easy to follow and engages the reader in the process of helping an organization develop one service objective at a time. Part One covers the pursuit of service objectives and sets the groundwork for the healthcare leader or team member to begin using the tools that are very well described in part two. A 'Do It Yourself Kit' for Improving First Impressions and Improving Explanations to Customers is included. This section takes the reader through very tangible healthcare-related scenarios and helps to problem-solve every step of the way. This book would be useful to a department planning and instituting some very basic customer service initiatives that have universal application throughout the institution.

Achieving Impressive Customer Service: 7 Strategies For The Health Care Manager is written by the same experts in the same easy-to-read style. The book covers such topics as hiring service-savvy people, establishing high standards of customer service, helping staff cope better in a stressful atmosphere, and more. The chapter on hiring includes an extensive list of interview questions aimed at screening employees for various positive customer relations characteristics. Managers and supervisors will want to check this book out!

These books, and many others, are available for lending through the CPQI resource library. For more information, call the CPQI Office at 871-2009x3.

Magic Moments: The Voice of the Customer

The February-April 1998 patient survey results are in; we want you to see just a few of the many positive comments shared by patients and families in response to specific questions. Hats off to all for making a difference in the lives of patients every day!

Q. Why would you return or not return to this hospital?

A. We would definitely return to this hospital. The care and compassion my five-year-old son received were wonderful. Every doctor and nurse spent time explaining things to him, as well as to me, and making him feel at ease. What could have been a very frightening experience for him turned out to be just an adventure, especially in emergency.

A. I would return to this hospital. The doctors and staff were excellent. They were knowledgeable and caring.

A. I would return to MMC because of your exceptional personal and friendly atmosphere and, most of all, because of the high quality care delivered.

Q. Did you have a good surprise?

A. They were very courteous and thoughtful toward my husband as well as me. He was as much a part of the delivery as I was.

A. One of the nurses who didn't have me as a patient on the second day (had her the first day) stopped by just to say "hello, how are you?"—really pleased me.

A. The staff was friendly and courteous. The food was better than I expected.

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.

Pastoral Care Week to celebrate diversity

Pastoral Care Week is October 18 through 25. Throughout the country, pastoral care givers of all faiths will celebrate "Pastoral Care: Diversity of Cultures." The Department of Pastoral Services at Maine Medical Center, in keeping with the tradition of recognizing Pastoral Care Week, has invited a dynamic speaker to give a lecture on the theme at the Dana Auditorium on Thursday, October 22, at 1730 hours. Any and every one is invited to attend.

Cheryl Townsend Gilkes is the Associate Minister of Union Baptist Church in Cambridge, Massachusetts, and the MacArthur Associate Professor of African American Studies and Sociology at Colby College in Waterville, Maine. As a sociologist, she holds a PhD from Northeastern University and has undertaken post-graduate studies at Boston University. Her research, teaching, and writing focus primarily on race relations, religious traditions, community organization, and African



American women and social change. She has written many articles for journals respected and read among the theological community.

Gilkes has been a lecturer on African American Religious Studies at Harvard, a Fellow at W.E.B. Dubois Institute and a Visiting Scholar at Episcopal Divinity School. She will be a convocation speaker at Bangor Theological Seminary in January 1999.

A member of the United Baptist Convention of Massachusetts, Rhode Island, and New Hampshire, Gilkes conducts seminars and workshops that combine biblical and sociological approaches to contemporary and historical issues in the African American experience, and to roles of women in the Bible. She also serves as a volunteer chaplain at the Suffolk County House of Correction in Boston, MA, conducting Bible study in the women's units. She is a Golden Life Member of the Delta Sigma Theta, Inc.

Expecting?

If you're expecting, you'll want to attend MMC's *Planning Your Baby's Birth* fair, Wednesday, November 4, from 1830 - 2000 hours in the Dana Center Lobby.

- Explore the many birth options offered by MMC's Family Birth Center
- Talk with physicians, midwives, nurses, doulas, and childbirth educators
- Ask questions and discuss your birthplan ideas with the experts
- Learn about childbirth education opportunities

Family members are welcome to attend this free program! Call 871-6132 for more information.

Simmons/UNE at Westbrook College Partnership in Primary Health Care Nursing Information Session

If you are

- an RN seeking a master's degree...
- a nurse practitioner with a bachelor's degree...
- a master's-prepared nurse seeking NP certification...

you are invited to attend an information session Thursday, November 5, from 1700-1900 hours in Room 238, Blewett Science Building, Westbrook College Campus.

The Simmons/UNE Partnership offers graduate nursing courses one full day during the week. This session is an excellent opportunity to meet with the program directors and program coordinator to learn more about the program. If you would like to attend, or if you would like more information, please call Carole Moore at 797-7261 x4309.

Week Without Violence

October 18-24

The YWCA presents

a week of information, discussion, and reflection.

Survivors art exhibit will be on display all week in MMC's Dana Center Lobby.

For complete event information, contact the YWCA at 874-1130.



**Employee
Activity
Committee**

Boston Bus Trip

Saturday, December 5

\$16 per person

**Make checks payable to
MMC EAC.**

**For more information,
contact Colleen, 871-2891.**

Healthy Children and Families

Helping your family achieve a healthy lifestyle today can be difficult and often stressful. MaineHealth Learning Resource Centers can help you with the Healthy Children and Families series. The programs and classes will give you a chance to learn about a variety of topics with realistic solutions for today's families.

Here are October's offerings:

Pediatric Basic Life Support

Mondays, October 19 & 26,
1800-2100 hours, \$25/person

Beyond Peanut Butter & Jelly

Tuesday, October 20, 1830-2000
hours, \$10/person

Phonetic Reading I & II

Wednesdays, October 21 & 28,
1900-2100 hours, \$40/person

All programs take place at the new Learning Resource Center at Falmouth Family Health Center, 5 Bucknam Road in Falmouth. Call 781-1730 to register and for directions.

Mission Abroad

Jeffrey B. Doss, DDS, and Robert S. Schaedel, DMD, MD, local oral maxillofacial surgeons, will travel with three staff members to Pereiri, Columbia, South America, in February. They will join the Healing the Children program to perform cleft lip and palate surgery for needy people in the area.

Donations of children's clothing and medical supplies would be greatly appreciated. Please contact Judy, Southern Maine Oral & Maxillofacial Surgery, at 774-2611.

***Home is Where the Hurt is:
Domestic Violence & The Elderly***

Monday, November 16

0800-1600 hours

Dana Center

**Contact MMC Social Work
Department for more
information, 871-2261.**

***A program of The Elder Abuse
Community Education Project***

Free diabetes information

Here's how to get your free Diabetes Alert information packet. Call the *Healthy for Life* hotline at 1-800-382-8922 (x5416 from within the hospital) or drop in at the MMC Public Information Office.

Learn more about it

An educational session titled "Understanding Deaf Culture and MMC's Services for the Deaf and Hard of Hearing," is offered on the following dates:

November 12, 1430-1600 hours,
Dana Classroom 3

November 13, 1030-1200 hours,
Dana Classroom 3

December 8, 1430-1600 hours,
Dana Classroom 2

December 9, 0900-1030 hours,
Dana Classroom 1

No registration is required for these sessions, but if you'd like more information, call Jen Hayward in Training and Development, 871-6202.

***Concepts in Lung Cancer
Management:***

A Multidisciplinary Approach

Wednesday, November 4

Dana Center

**Leading experts in the
areas of pulmonary
medicine, thoracic surgery,
radiation oncology, and
medical oncology will
lecture on the latest
concepts.**

For more information, call

**Oncology Information
Services, 885-7690.**

Mentoring:

The Power of Example

To discuss mentoring opportunities at Maine Medical Center, please contact Terry Smith, Vocational Services, at 772-0424 x233, or by email at

smithet@mail.mmc.org.

**Visit MMC's
Web Site:**

www.mmc.org

Support for those affected by epilepsy

The MMC Epilepsy Support Group will meet Monday, November 9, in Dana Center Classroom 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.

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

1990 Shoop's Horse Trailer. Blue/silver with chrome accents. Thoroughbred height, double exit doors, screened windows, electric brakes, rubber mats and ramp. Exc. cond., \$2,900. Call 865-0603.

Falmouth. 3 BR Cape, LR w/fireplace, DR, hardwood floors, 1 car attached garage on beautiful lot. \$132,000. Call 781-4264.

1996 Pontiac Grand Am, 65,000 miles, V6, 4 DR, PS, PW, PL, driving lights, new tires and brakes, great shape. \$9,650. Call 646-6071 days or 266-9378 eves.

Land: 10 1/2 acres on remote wooded lot; road frontage on dirt road located in Industry, ME. Under \$10,000. Great investment. Call 233-4014.

1989 GMC Jimmy. S-15 Gypsy package, 90,000 miles, loaded w/options. 4.3, automatic, 2 sets of tires, looks and runs great. \$4,500 or BO. Call 829-6417.

Brand new ski jacket. Black & red & sweat pants. Both size large; a steal at \$40. Call 773-1934 after 1600 hours.

1991 Chevy Corsica 4 DR, 6 cyl, 58,247 miles. Book \$4,550 or BO. Call 878-7610 after 1730 hours.

Looking for home for 2 medium haired female cats. Mother is 1 1/2 YO, petite tabby. Kitten is 8 mo. old female coon. Will separate. Call 874-1087, x150.

2 acre lot on Beaver Pond in Bridgton, ME. Crystal clear water, 180 ft frontage. Quiet surroundings. Excellent location for year-round or seasonal residence. Five minutes from Shawnee Peak Mountain. Call 883-9798.

Nine acres of land in Falmouth. Blackstrap Road on Leighton Hill w/ views of Portland, \$75,000. Call 777-7778 days or 784-9306 evenings.

NordicTrack. \$150 firm. Will deliver to MMC. Not digital but in great shape - you will be too. Call 871-6998, voice mail 5914.

1986 Pontiac Fiero SE Coupe. 2D, V6, 2.8 liter, 4 speed manual, 100,000 miles. A/C, power windows & locks, tilt wheel, cruise control, AM/FM stereo, cassette, flip-up sun roof, alloy wheels. Asking \$2,900. Call 775-5248.

Frigidaire freezer 9 cu. ft., chest-type, 1 YO. \$150. AST Computer 400 series, Hewlett Packard 670c series printer, computer desk and chair. Great starter computer, 1 YO. \$1,000. Call 857-9002.

FOR RENT

Portland, mint condition townhouse available ASAP. 3 BR, 2 baths, fireplace, basement. \$1,100/mo. Call 772-1221.

Cape Elizabeth. Fabulous 2 BR, 1.5 baths, townhouse, finished basement. \$925/mo. Call 772-1221.

So. Portland. Ocean view, contemporary townhouse. 2 BR, 1.5 baths, huge sundeck, located near Willard Beach. Call 772-1221.

Room for rent in private home. \$250/mo., utilities included, non-smoker. Other occupants are 1 adult, 3 children & 3 cats. Call 767-1026.

2 BR apt., 2nd floor. Hardwood floors, parking, washer/dryer, no smoking, no pets. \$625/mo. + utils. Call 767-3419.

ROOMMATE WANTED

M/F N/S to share apt. \$250/mo. plus 1/3 utilities. Sec deposit. Near USM. Call 871-7795.

Roommate to share large 3 BR condo in OOB. 1/2 mile walk to beach. Utilities included. \$335/mo. Call 791-5781 or 934-0785.

Prof. F to share apt. Avail. 11/1. E. Prom. Sunny, 2 BR, small building, full views of bay, no pets, NS. Furn. except BR. \$400/mo. + 1/2 utils. Heat economical. Washer/dryer included. Call 775-1708.

CHILD CARE

Mother of 3. Will babysit in my home.

The deadlines for announcement-length items and **MARKETPLACE** are Oct. 29 for the Nov. 11 issue and Nov. 11 for the Nov. 25 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.

Big yard, non-smoker. 0700-1700 hours weekdays. Reasonable rates. Call 839-6304 in West Gorham.

SERVICES

Detailing on cars, trucks or mini-vans at your location. Prices vary from \$25 for hand wash and wax to \$65 for full detail of the vehicle. Call 857-9002.

Professional pet care services in my home. Mid-day dog walking, pet feeding and special care, pet exercising, crime-deterrent measures for your home while you are away, etc. Call 878-7695.

Flu Vaccine Available

for MMC employees, retirees, and volunteers. Individual appointments may be made throughout October and November by calling Employee Health, 871-4011.

**Office Hours
Weekdays, 0730-1600 hours
7 Bramhall Street,
across from Dana Center.
Check in with
your blue card.**

**Units interested in
"self-administration", call
Donna Ross at 871-4011.**

What's Happening?

at Maine Medical Center

- All month Healthviews.** Xtra TV 4, Thursdays, 2000-2100 hours.
- Oct. 19** *Pediatric Basic Life Support*, See p.6 1800-2100 hours, Falmouth.
- Oct. 20** *Beyond Peanut Butter & Jelly*, See p.6 1830-2000 hours, Falmouth.
- Oct. 21** *Phonetic Reading*, 1900-2100 See p.6 hours, Falmouth.
- Oct. 28** *I Love Food Lunch & Learn*, See p.2 1200-1300 hours, Dana #2.
- Nov. 4** **Concepts in Lung Cancer Management.** Dana Center.
- Nov. 4** **Planning Your Baby's Birth.** See p.5 1830 hours, Dana Lobby.
- Nov. 6** **Infectious Disease** workshop See p.2 for nurses.
- Nov. 10** **Freshstart** stop smoking group. Four weeks, Tuesdays, 1600-1730 hours. Call 871-2662 for information.
- Nov. 10** **Heart-Healthy Harvest.** 1800 See p.2 hours, MMC Cafeteria.
- Nov. 12** **Understanding Deaf Culture and MMC's Services for the Deaf and Hard of Hearing** workshop. See p.6
- Nov. 13** **Understanding Deaf Culture and MMC's Services for the Deaf and Hard of Hearing** workshop. See p.6
- Nov. 16** **Domestic Violence and the Elderly.** 0800-1600 hours, Dana Center. See p.6
- Dec. 5** EAC Boston Bus Trip. Call See p.6 871-2891.

NEW EMPLOYEES

- ADMITTING:** Lisa Torrey-Roderick
- CARDIOLOGY:** David Travers, Paulette Walker
- CENTRAL SUPPLY:** Kerrylane Elmer
- CHILDBIRTH EDUCATION:** Amy Beth Brochu
- ENVIRONMENTAL SERVICES:** Marcel Bitshikila, Robert Fitzgerald, Stephene Nason
- FOOD SERVICES:** Jacob Austin, Jennifer Bellino, Donna Marie Delgizzi
- INTERNAL AUDIT:** Richard Grant, Jr.,
- LINEN SERVICES:** Barbara Lee
- MEDICAL RECORDS:** Michelle Aaskov
- MMCRI:** Stephen Bellum, Dolores McAnany
- NURSING:** Bethany Brown, Tina Custeau, James Hatch, Anne Hill, Yvonne Jumper, Susan Logan, Barbara McCrum, Teresa Spearin, April Tondreau, Allison Willette,
- PATIENT ACCOUNTS:** Susan White
- PHARMACY:** Robert Owens, Jr.,
- RADIOLOGY:** Tammy Buck, David Moulton
- SWITCHBOARD:** Lisa Gilbert-Sargent
- SURGERY:** Katharine Ankermann, Joseph Handlon, Patricia Wood-Bothel
- VOCATIONAL SERVICES:** Barbara Cary

**Daylight Savings Time Ends
Sunday, October 25**

**Remember to turn your clock
back one hour!**

fresh air Comment Line

Call the Fresh Air Comment Line and share your thoughts about MMC's expanded smoking policy calling for the hospital to be *Smokefree by 1999*.

Dial 871-6998, press 1, then dial 10054#. Leave a comment, ask a question, or tell us what you think.

If you'd like a call back, make sure you leave your name and number.

Commute Another Way Every Day

Join a carpool.

Call RideShare, 775-7433.

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