

What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

Keeping in Touch Quality Counts

This week, I'd like to address another of the "Key Success Factors" around which Maine Medical Center's strategic plan is built. The factor is QUALITY, which I put in capital letters because I believe it will be what distinguishes us from all our competitors. Our ability to demonstrate quality and outcomes in clinical services, support services, education, and research is what will make the difference for MMC in the future.

Everyone has heard that the healthcare market is becoming more competitive, and we hear about it most often in terms of price competition. In highly competitive markets, prices are driven downward by competition. That works only until everyone reaches the "bottom". Then, everyone has reduced their prices as much as possible, so what is left to distinguish one from another? QUALITY.

It's the difference between *price* and *value*. I believe that price will not be the factor that separates MMC from the rest, and in fact we may never be the lowest price provider of healthcare services. There is a point at which the pursuit of lower prices compromises quality, and there are obviously many different views about where that point is. We will — we must — be price competitive, but it will be our *value* that will set us apart.

Maine Medical Center has

always stood for quality, and we believe that as a center of excellence we will overcome any reasonable price difference. We believe that in the end, individuals, employees, and managed care organizations will be willing to pay a bit more for proven quality in their healthcare.

Price competition is what happens in a "commodity" market. Commodities are based on price, and the lowest price wins. Maine Medical Center should compete on a higher level, developing a "brand" that says quality and value. Brands are based on value. Just think about how you buy things for yourself. For some products or services, you are interested only in the lowest price. For other products and services, you might be willing to pay more for a "brand name" because it represents a better value.

This is why customer service and customer satisfaction are critical to meeting this key success factor. A compelling brand is built on both the service and the delivery of the service. To put it another way, the value we promise must be delivered when the patient comes to us. Measures of customer satisfaction are a valuable tool to help us determine if we are providing the value that will set us apart.

Quality must be measurable if we are to prove it is there. That's why the strategic plan contains specific objectives and ways to measure our success in achieving quality. Our goal is to have every

QUALITY, SEE P.2

The Medical Center Singers
present

**Around the World
in 80 Minutes**

featuring
The Maine Harp Ensemble

Friday, April 17
1900 hours

Dana Center Auditorium
**Performance is free and
open to the public.**

Children's Program Development Coordinator named

Maine Medical Center's Department of Development welcomes Rita Shea Ready, it's new Children's Program Development Coordinator. She brings with her extensive experience in event management, customer relations, and corporate client recruitment.

A graduate of Regis College in Weston, Massachusetts, Ready holds a degree in Business Management from the University of Southern Maine. She has also attended

READY, SEE P.4

This Spring's For You!
**Enjoy free parking,
from now through
Honor Night, May 28!**

QUALITY, FROM P.1

MMC department, and every MMC person, committed to measurable indicators of quality and targets to be reached. Those indicators might be patient satisfaction surveys, or clinical outcomes, or accreditations, or some other measure, but they will be measurable.

Much of our work this year, as with the benchmarking process, has been to establish baseline performance in quality measures, along with financial and other measures. Only if we know where we are right now can we set an appropriate performance target. The way we are approaching this challenge at MMC is to have departments define their own quality measures, which ensures that they make sense.

I believe quality is so important that as I previously announced, I am creating a senior management position to coordinate quality efforts at Maine Medical Center. There are a number of excellent programs in place already, and we are ready for the next level of emphasis. The role of this senior person will be to coordinate existing efforts and expand them.

We are placing an extraordinary emphasis on quality because we want Maine Medical Center to be not just another hospital, but the name people recognize as the provider of value in healthcare. An emphasis on quality will help balance a necessary emphasis on cost, and keep the MMC image strong and positive.

Vincent S. Conti

**Arthritis Foundation
Joint Parade**

**Saturday, May 9
Registration at 0900 hours
Dana Center
Call Deb Jackson, R6,
871-2322, for details.**

The following is a heartfelt message sent to Emergency Department staff by one of their own after a particularly hard weekend, April 3, 4 and 5.

A message of thanks for long hours of commitment, compassion

It's Monday afternoon and I am feeling a bit fatigued after many hours in the ED this past weekend.

Saturday and Sunday both were rather long days – lots of patients, high acuity, and some shortfalls in staffing. In other words, it was a typical weekend for the most part. What was a bit atypical was the emotional toil of the past two days.

As has been prominently pointed out in the news, two young men were murdered this past Friday night – both were transported here. Saturday was notable for another cardiac arrest, as well as two young patients entering the terminal stages of malignancy. The night crew Saturday was involved in another code – and we instituted and withdrew support from a woman with a severe intracranial hemorrhage on Sunday.

In other words, these past few

days have been marked by more than our usual share of death and tragedy.

What impressed me this past weekend – and what made me feel extremely proud to be part of the MMC Emergency Team – was how our staff worked together to support the families of the above patients during their times of grief and shock. The kindness and emotional support demonstrated by ALL working this past weekend was simply amazing. I personally was touched by the sympathy and patience shown by our staff.

I suspect many of you are feeling a bit drained as well – but with the emotional exhaustion should come a sense of accomplishment for a job well done and a feeling of pride in working in a place where high quality medicine and compassion go hand in hand. For this, I thank all of you.

David Bachman, MD

.....
● ***It's MCCP Day with the Sea Dogs!*** ●
● **Join Maine Children's Cancer** ●
● **Program as the Portland Sea Dogs** ●
● **take on the Harrisburg Senators** ●
● **at Hadlock Field** ●
● **Saturday, May 9, 1300 hours** ●
● **All proceeds benefit MCCP!** ●
● **All tickets \$4.00, general admission.** ●
● **To purchase tickets, contact:** ●
● **Jean Richardson,** ●
● **MCCP Scarborough, 885-7565** ●
● **Don Richard,** ●
● **MCCP Development, 871-6274** ●
● **Jill Shapiro, Child Life Center, 871-2424** ●
.....

**29th Annual
Spring Surgical Symposium
Celebrating the 50th Anniversary of
MMC Surgical Residency Program
Friday, May 1,
0800--1530 hours
The Isaac M. Webber
Surgical Lecture
Cardiac Transplantation
Irving L. Kron, MD
Chief, Thoracic Cardiovascular
Surgery & Vice Chairman, Dept. of
Surgery, University of Vermont
Sponsored by
MMC Department of Surgery
Call 871-2934 for information.**

Cancer symposium to address tobacco issues

Maine Medical Center's 1998 Cancer Symposium will focus on the issue of tobacco use with *Tobacco Control in Maine: Opportunities for Prevention and Cessation*.

The symposium, set for Wednesday, June 3, will provide up-to-date information on tobacco control initiatives and opportunities for prevention and cessation. It is designed for physicians and other healthcare professionals and will provide:

- strategies to lower the health and economic burden of tobacco
- clinical interventions for smoking prevention and cessation
- knowledge on the Maine Tobacco and Prevention Control Program
- information on youth prevention

TOBACCO, SEE P.5

SMONS offers conference

The Southern Maine Chapter of the Oncology Nursing Society is offering a continuing education opportunity. *Care, Compassion, and Courage: An Update on GYN Malignancies* will be held Friday, May 29.

The conference will provide registered nurses and other interested health professionals with the most current information regarding GYN malignancies. While current treatment modalities will be stressed, there will also be a discussion about prevention, screening, fertility, and quality of life.

The conference will take place at the Holiday Inn By the Bay in Portland. For more information, call Donna Green, RN, 871-4440.

Brighton Surgical Center

Open House

Sunday, May 3, 1200 -- 1500 hours

MMC Brighton Campus

335 Brighton Avenue, Portland

Free Health Screenings • Health Education Booths

• Building Tours • Refreshments • Balloons

• Kids' Coloring Contest • Meet Brighton Bear

**Join us in celebration of our newly renovated
day surgery preoperative and recovery unit!**

Public welcome.

MMCRI Lyme disease researchers receive CDC grant

The Lyme Disease Research Group at Maine Medical Center Research Institute has been awarded a \$210,000 three-year grant from the Centers for Disease Prevention and Control.

The grant will expand their continuing research into the environmental factors influencing the spread of deer ticks that transmit the agents of Lyme disease and other human and veterinary illnesses. Because these ticks feed on deer during their reproductive stage, there is a strong association between the presence of deer and the incidence of Lyme disease. In areas in south coastal Maine where deer hunting is prohibited, for example, deer densities may approach 100 per square mile, and the prevalence of Lyme disease there is as high as it is in states to the south, where both the disease and its vector are well established.

Just what the relationship is between deer density and tick density, and thus human risk, is not well understood. This information is

of great interest, however, to both public health officials and authorities in the Maine Department of Inland Fisheries and Wildlife, whose job it is to set the hunting policies that will adjust deer densities throughout the state. Determining this relationship will be the primary goal of this CDC-supported project.

Eventually, Peter Rand, MD, and other Lyme Disease researchers at MMCRI hope to combine deer and tick density information with other habitat and climate data they have gathered over the last ten years. Using computerized mapping methods, they plan to develop a model that will allow public health authorities to predict where their control and prevention efforts should be focused.

The Hepatitis-C Support Group

**meets the 3rd Tuesday
of each month**

1800-1930 hours

Dana Center Classroom 4



MMC's School of Surgical Technology held graduation exercises for its 54th class in March. They are (from left), back row: Allycia Breznyak, Ian Higgins, Joshua Campbell, and Jamie Boyd; middle row: Carol Moore, Gina McHugh, Jeffrey Pettit, Johnna Bamford, and Shelly Williams; front row: Julie Guptill, Tonia Guilbault, Rebecca Richard, Sherilee Stone, Karen Hale, and Stacey Jackson. Missing from the photo: Jane Goddard. AV Photo.

Mud season is back!

And so is the Fifth Annual Mud Season Conference, presented by MMC's Division of Pulmonary and Critical Care Medicine.

The conference takes place in the Dana Health Education Center Friday, April 24, from 0825 to 1530 hours. This year's topics include Airway Graphics, Prone Ventilation, and Medical Legal Issues in Healthcare.

For more information or to register, contact Sue Mallory, 871-2662. The registration deadline is April 10. Registration is free for MMC employees.

READY, FROM P. 1

the Culinary Arts program at Southern Maine Technical College.

Ready comes to MMC from DoubleTree Hotel in Portland where she was Director of Catering and Conference Sales. Previously she was Event Planner/Sales Executive at Hurley Travel Services. Her hotel management experience includes positions with Sunday River Ski Resort, Newry, Portland Marriott Hotel, South Portland, and Grosvenor Resort, Walt Disney World, Lake Buena Vista, Florida.

Ready joined the Development staff April 13. She is already at work on upcoming Children's Miracle Network events, including the Kids Photo Contest (April 22-25 at the Maine Mall), *On Stage: The Best of Broadway* (May 23, Merrill Auditorium), and the Children's Miracle Network Telethon (May 30-31 on WGME 13).

For more information on any of these events, call Maine Medical Center's Children's Miracle Network at 871-2101.

Book Fairs to benefit Maine Medical Center's Children's Miracle Network

April 21-22 at MMC Scarborough

May 20-22 in MMC Cafeteria

Stop by to browse some great books!

Free packet of health information for women

Here's how to get your *Women's Edition* packet of health information. Included is a newsletter and resource listing, as well as product samples and other goodies. The free packet may be ordered by calling the *Healthy for Life* information hotline at 1-800-382-8922 (x5416 from within the hospital) or by dropping in at the MMC Public Information Office.

Support for those affected by epilepsy

The MMC Epilepsy Support Group will meet Monday, May 11, 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.

TOBACCO, FROM P.3

- identification of target areas for clinician involvement and opportunities for action
- information on state and local tobacco control initiatives and policies.

A separate afternoon session will be offered for providers who want to conduct tobacco intervention presentations in their community or at their institution or facility. Participants will learn how to be an effective presenter on the topic of tobacco intervention and receive a set of slides for use in conducting presentations.

Presenters include Susan Swartz, MD, MPH, Assistant Program Director, MMC Department of Medicine; Nancy Rigotti, MD, Assistant Professor, Department of Medicine and Ambulatory Care and Prevention, Harvard Medical School; Dora Anne Mills, MD, MPH, Director, Maine Bureau of Health, Department of Human Services; Lani Graham, MD, MPH, Chairman, Citizens for a Healthy Portland, Public Health Consultant; and Meredith Tipton, PhD, MPH, Director, Health Improvement, Blue Cross & Blue Shield of Maine.

Tobacco Control in Maine is sponsored by Maine Medical Center; MaineHealth; Maine Center for Cancer Care (Maine Center for Cancer Medicine and Blood Disorders, Maine Children's Cancer Program, and MMC's Radiation Oncology Treatment Center); Mercy Hospital; Maine Medical Assessment Foundation; Partner for Tobacco-Free Maine, Bureau of Health, Department of Human Services; American Cancer Society; American Lung Association; and Cancer Registrars of Maine.

The conference takes place in MMC's Dana Health Education Center. For a brochure or registration information, contact MMC's Office of Oncology Information Services at 885-7690.

Maine Medical Center Volunteers are...

Extra-friendly
Extra-talented
Extra-available
Extra-knowledgeable
Extra-helpful
Extra-thoughtful
Extra-nice
Extra-caring

...MMC Volunteers are the *extra* in *Extraordinary!*

Maine Medical Center celebrates
National Volunteer Week, April 19--25.

Thank you to our *extraordinary* volunteers at
Maine Medical Center, Maine Medical Center's Brighton
Campus, Maine Medical Center Scarborough, and
Falmouth Family Health Center.

Do you want to quit smoking?

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 scholar- ships available

The Scholarship and Loan Committee of Maine Medical Center's Department of Nursing Services will soon consider grants for the 1998-99 school year.

Any MMC employee enrolled in or accepted to an accredited nursing program (MS, BS, AD, Diploma, LPN, CNA) is eligible and invited to apply. The committee considers grants for both Spring and Fall semesters at the same time, so applicants should anticipate their needs for the full year.

Applications are available in the office of the Vice President for Nursing/Patient Services. The application deadline is Thursday, July 2. For further information, contact committee chairperson Suneela Nayak, MSN, RN, Nursing Resources, 871-2397.

**Concert to benefit the
Maine Center for Diabetes**

Sunday, May 3, 1600 hours

**Woodfords Congregational Church
202 Woodford Street, Portland**

**Stephen Kecskemethy
First Violinist**

**Portland String Quartet
and**

Harold Stover

Organist & Music Director

Woodfords Congregational Church

will perform

Vivaldi's *The Four Seasons*

**Temporary housing
needed**

Several summer Clinical Pastoral Residents are seeking temporary housing for the time they will be at MMC. They are willing to rent a room in a private home, lease an apartment for the summer, or give respite to a home companion.

The program begins May 26 and continues through the end of August. If you are able to rent on a short-term basis, please contact Renee in Pastoral Services, 871-2951, to discuss details.

**Wanted: Donations
for Clinic**

Sagamore Village Clinic, funded by MaineHealth, seeks chairs, couches, small tables, pictures ... anything to make the clinic feel warm and welcoming to patients.

Please call 871-4222 or 761-4526 and ask for Peggy.

Watch *Healthviews*

Maine Medical Center's Health Information Television Program

How to Talk with Your Doctor

featuring

- Julie Schirmer, Behavioral Science Faculty, MMC Family Practice
 - Michael Madan, MD, Family Care Associates
 - John Dickens, Medical Student, University of Vermont
 - Jessica Biggie, MD, Family Practice Resident
 - Wilma Rose and Sharon Antoniuc, Patients

*Program airs Thursdays on Xtra TV 4 at 10 AM, 2 PM and 8 PM.
For more information, call Janet Alexander, MaineHealth, 775-7001.*

Spring Festival of Christian Music

Saturday, April 25, 1400 and 1900 hours

Some of Maine's finest Christian vocalists, choirs, and instrumentalists will gather to perform at the Eighth Annual Spring Festival of Christian Music. For the first time, in order to accommodate all those who wish to perform, there will be two concerts. The concerts will take place at the Chestnut Street United Methodist Church, 17 Chestnut Street in Portland.

The musicians come together in an ecumenical spirit to honor and support Maine Medical Center's Protestant Chaplaincy Program, as well as to welcome MMC's new chaplain, Judith Blanchard. Featured at both concerts will be the Medical Center Singers, and WGME 13's Doug Rafferty will be Master of Ceremonies.

The chaplaincy is not funded by the hospital, but through the contributions of churches and individuals across the state. This program is overseen by the Protestant Hospital Ministry Board.



MMC's Protestant Chaplain Judith Blanchard talks with Daryl Lavway, Pastor, Central Square Baptist Church, in the hospital Chapel. Pastor Lavway is Vice Chairman of the Protestant Hospital Ministry Board, sponsor of the Spring Festival of Christian Music.

**Dial S-O-U-P (that's x7687)
to hear the day's breakfast and
lunch Coffee Shop specials!
Don't forget about
the daily dessert special!**

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

1984 BMW 533i, 5 speed, 6 cylinder, 3.5, leather interior, power windows & sunroof, CD player. Runs good, excellent body, \$3,500. Call 874-9849.

Estate Car. 1989 Delta, Oldsmobile, 4 door, V8 engine, loaded. Navy blue, 47,689 miles original owner, excellent condition. Book value \$5,622. Call 878-7610 and leave a message.

S. Portland Condo. 2 BR townhouse, 2 floors w/full basement, 1000 square feet, W/D, dishwasher, end unit, deck, Monitor heat, \$79,900. Call 741-2180.

King size waterbed. Good cond. Incl. headboard bookshelf, \$100. Call 741-2180.

Medela "Pump in Style" breast pump with car light adaptor. Used Nov '97-Mar '98. Paid \$250, asking \$150. Call 797-7464, leave message.

4 antique maple lounge chairs with custom tailored slipcovered cushions; beige recliner; ideal for family room, summer camp. Double bed box spring, mattress, frame, used as guest bed. Negotiable prices. Call 772-7087, leave message.

Immaculate 5-room summer cottage on ocean, East Boothbay. Completely furnished. Sunporch, open deck, sweeping westerly views of Linekan Bay. Deep water mooring, association beach. \$220,000. Call 207-633-2222.

1989 GMC Jimmy. S-15 Gypsy package. 90,000 miles, loaded with options. 4.37, automatic, 2 sets of tires, looks and runs great. \$6,995 or BO. Call 829-6417.

1981 Honda Custom 400 motorcycle, very low mileage. \$900 or BO. Call 839-4565 or 839-7471, leave message.

S. Portland. Charming older home, near Fore River. 2 car garage, 3 BRs, upgrades incl. modern K with wood stove. Lg. fenced yard for children or

pets. \$108,900. Call 773-2242

Townhouse, desirable Scarborough neighborhood. 2 BR, 1.5 baths, Monitor heat, fireplace in LR, deck, sunny, quiet, walk to golf course. \$92,000. Call 883-2660.

Dog kennel: 10x10x8 (height), chain link. \$400 new, will sell for \$200. Call 741-2180.

John Deere tractor. 12 HP, 1970 model. Plow, lawn mower, trailer. Asking \$800. Call 782-3659.

1986 Olds Cutlass Ciera. 93,500 miles. Auto., 4 door, 4 cyl., 2nd owner, all maint. records. Runs great; needs some rust repair and inspection. \$800 or BO. Call 772-2593.

Whitewater Kayak. New dagger, "Vortex" includes skirt, float bags, helmet, paddle. \$800 or BO. Call 767-9774 after 1600 hours.

FOR RENT

Portland. 2nd floor apt. 1849 Dutch Colonial in historic West End. 2 BR, LR, 3/4 bath, antique woodstove with gas retrofit, K w/dishwasher, gas stove, oversized refrig., farm-style K set, storage. 10 min. walk to MMC. Call 780-6615 till April 28. Call 773-7201 or pager 544-0216 after April 28.

Ferry Beach, Saco. Oceanfront house, sleeps 4-5. Avail. weeks in June and July. Cottage in OOB. Very clean, quiet, walk to beach and center. Avail. weeks in June, July, and August. Sleeps 4-5. Call 282-1068 AMs until 1400 hours.

Portland, 1/2 duplex, Rosemont area, avail. July 1. Minutes to MMC. LR, DR, eat-in-K, 2 BR, bath. Basement, W/D hook-up. Garage, space for garden. \$600/month. Call 774-7924.

Portland, St. John St. House as one unit or 2 one-BR apts. Unique, sunny, garden, patio, skylights, basement, laundry, appliances, w/w carpet. Walk to MMC. Must see. \$750 as house/\$450 as apts, plus utils. Avail. June. Call 774-3770.

21 foot boat slip at Chandler's Wharf, Commercial St., Portland. \$1,100 for the season May - October. Call 871-4224.

The deadlines for announcement-length items and **MARKETPLACE** are April 29 for the May 13 issue and May 13 for the May 27 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.

Westbrook. Roomy 3rd fl. apt. Lg. K, bath, LR, den, BD. Sky-lights. Young couple or single prof. Stove & refrig. incl. NS. No pets. \$400/month, avail. May 1. Call 856-1198.

Wooded setting near Turnpike in Gray. 3 BD, 2 baths, Cape. Cathedral ceilings, open-floor plan, sunny. Conventional/wood heat. Lg. deck. Furnished, \$825/month plus utils. Avail. 9/98 for 9 months. Call 207-657-5018 or E-mail visser@smtc.net.

Lake St. George, Liberty. Waterfront 3 BD cottage, 2 decks, dock, boat. Peaceful, clear, clean lake. Great fishing, swimming, sunsets. New pine paneling. \$600 weekly. Call 799-6972.

ROOMMATE WANTED

Female to share 2 BR apt in Portland \$287.50/month incl. H/HW. Available 6/1. Call 775-2418, leave msg.

Sm. room avail. in quiet S. Portland neighborhood to responsible F in single parent home with one older child. Kitchen privileges. Refs. and deposit. \$60/week. Call 772-2593.

WANTED

Housecleaning jobs. Very dependable and honest. Past experience. Call 854-5029.

Couple with dog and cat looking for 2 - 3 BR house within 20 min of MMC for year-round rental beg. June 1. Prefer Falmouth, Cape Elizabeth, S. Portland areas. Call 774-8665.

What's Happening?

at Maine Medical Center

- All month** *Healthviews*. Xtra TV 4, Thursdays, 2000-2100 hours. *How to Talk with Your Doctor*.
- Apr. 21** Book Fair, MMC Scarborough. Through Apr. 22.
- Apr. 22** Maine Medical Center's Children's Miracle Network Kids Photo Contest. Maine Mall through April 25.
- Apr. 30** On Time Guarantee. Time Warner Walk, Jog, Run Around Back Bay. Noon. Call 871-2101
- May 3** Brighton Surgical Center Open House. MMC Brighton Campus. 1200-1500 hours. See p.3
- May 11** Epilepsy Support Group, 1900-2030 hours, Dana #9.
- May 19** *I Love Food: Flavors of Maine*, MMC Cafe. Details coming!
- May 20** Book Fair, MMC Cafeteria. Through May 22.
- May 21** Greater Portland United Way "Day of Caring".
- May 23** *On Stage: Best of Broadway* to benefit MMC's Children's Miracle Network. Call 871-2101
- May 28** *MMC Honor Night*, 1700 hours, Holiday Inn By the Bay.
- May 29** SMONS conference. Call 871-4440 for details.
- May 30** MMC's Children's Miracle Network Telethon. 2100 hours - 1800 hours May 31. WGME 13.

NEW EMPLOYEES

CENTRAL SERVICES DEPARTMENT:

Richard Lowe, Gregory Mancini

COMPUTER & NETWORK SERVICES:

David Dinkler

EMERGENCY MEDICINE:

Gretchen Hart, Rebecca Jacobs, Katherine Legere

ENDOCRINOLOGY:

Olivia Guerra

ENVIRONMENTAL SERVICES:

Randall Fickett, Katie Havu

HUMAN RESOURCES:

Jackie Desaint

INFORMATION SERVICES:

William Capeless

LINEN SERVICES:

Heidi Dobson

MMCRI:

Debra Morgan

MEDICAL RECORD SERVICES:

Margaret Coyne

NURSING:

Kimberly Coyne, Rhonda Cossar, Karen McNamara, Linda Pease

VOCATIONAL SERVICES:

Patricia Whiteley



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 call back.

Free Skin Cancer Screenings

Wednesday, May 20, 1800-2100 hours,

Falmouth Family Health Center

Thursday, May 21, 1800-2100 hours,

MMC Scarborough

Wednesday, May 27, 1800-2100 hours,

Lake Region Primary Care,

Windham

Saturday, May 30, 0800-1300 hours,

MMC Scarborough

For details, call 885-7690.

ENERJOY Step Aerobics series begins April 27!

McGeachey Hall Gym

Mondays & Wednesdays

1210-1250 hours

April 27 -- June 22

2 classes per week, \$80

1 class per week, \$40

Payroll deduction available!

New: Drop-in @ \$7 per class

Call Betsy Beecher, 871-4894, or

ENERJOY, 797-0484.

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.

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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