

What's Happening?

A NEWSLETTER

FOR THE EMPLOYEES OF MAINE MEDICAL CENTER

Security makes changes you probably won't notice

Those among us who are very observant may have noticed something different about Maine Medical Center's security officers beginning Monday, December 1. For one thing, they're wearing new uniforms, but more importantly, they are now employees of the medical center. The shift occurred at midnight November 30.

By hiring our officers directly and providing in-house training and supervision, we believe we'll be better able to develop a program that will more effectively meet the hospital's needs."

Young is in the process of hiring 50 officers, nearly all of whom are among those who worked here as contracted officers.

Let it snow, let it snow, let it snow

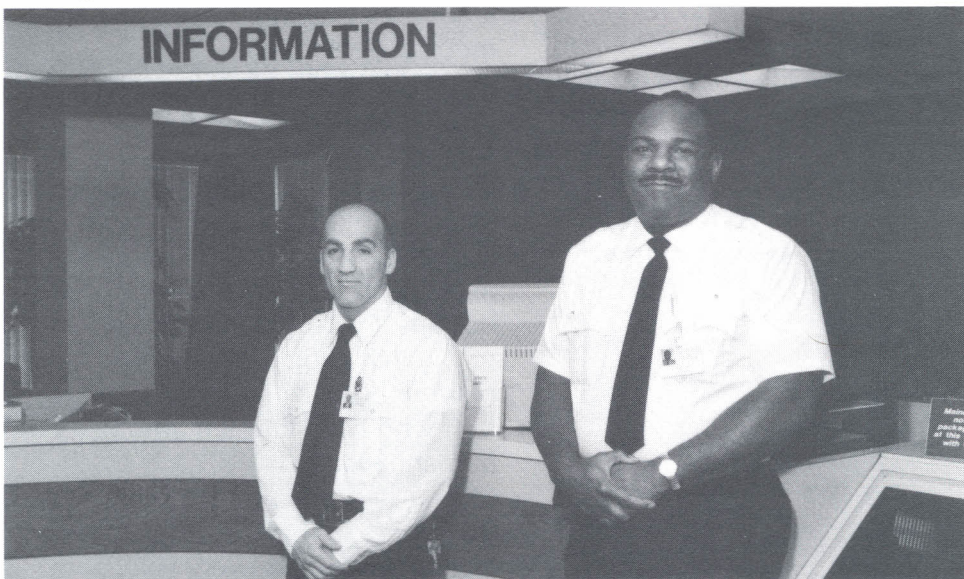
We're hoping for snow on Wednesday, December 17, for Maine Medical Center's holiday celebration. We'll need it for the snowmen we expect to appear at the receptions planned for all shifts in the Cafeteria.

Third shift employees are invited to a special Morning Reception from 0530 to 0830 hours. An elegant brunch will be served and seasonal music will add to the mood. The Medical Center Singers will give a concert at 0730 hours.

The Tony Boffa Band will bring the sounds of the season to the afternoon reception. The Afternoon Reception begins at 1400 hours and continues until 1800 hours. First and second shift employees, retirees, and volunteers will enjoy a delicious buffet prepared by Food Services staff.

Employees from other campuses are invited to attend each reception. Transportation for staff who work at the Brighton and Scarborough campuses will be available by special holiday shuttles. Shuttles will leave each campus for MMC at 1400, 1500, 1600, and 1700 hours, leaving MMC at 1430, 1530, 1630, and 1730 to return to Brighton and Scarborough. A complete shuttle schedule was provided with invitations to employees who work at those campuses.

Think snow and say hello to any roly poly snow people you may meet!



At the Bramhall Information Desk, you may see Pete Difiore, left, or Joel Harris keeping a watchful eye on things. AV Photo.

For 21 years, MMC has contracted with outside companies for security services. "The demands of healthcare security have become more complex," says Security Director David Young. "In order to meet these demands, it became apparent that we needed officers with strong ties to the hospital and its mission, vision, and programs.

The department will utilize a "one officer" concept, with all officers cross-trained for every position:

SECURITY, SEE P.6

**It's time we told you more.
See page 5.**

Caring knows no borders

Earlier this year, anesthesiologist Carol Dion, MD, was among a group of physicians and nurses who traveled to Salinas, Ecuador. Through the organization CHANGE, she volunteered to administer anesthesia during surgeries to correct cleft lips and palates and help burn victims with release of contractures and skin grafting. A plastic surgeon in a nearby part of Ecuador helps set up the visits. His daughter, also a plastic surgeon, checks the patients after the visiting medical personnel have returned home.

Also included in this group were physicians and nurses from other New England hospitals. They brought with them all of the equipment needed to perform the surgeries: instruments, monitors, pulse oximeters, and anesthesia equipment. Along with the supplies needed in the OR, the group took boxes of toys and candy, both rare in small villages like Salinas.



MMC anesthesiologist Tom VerLee, MD, and a Haitian nurse anesthetist care for an infant with Hirschsprung's disease.

"Two surgeries were done at a time in the OR. We did 37 surgeries in five days, with a lot less help than usual! To give an idea of the poor conditions, for three of the days we were in surgery, the clinic and OR had no running water," says Dion.

The group shared meals with

villagers at their homes and stayed in a hotel that donated rooms for the medical personnel.

Why do healthcare professionals travel abroad to practice under inferior conditions with minimal support? For Dion, it was an opportunity to really "practice medicine and do what I've always wanted to do for people who really need it. Medicine goes beyond borders. I would do this again."

What Dion did is representative of work done by many other MMC staff who have traveled abroad for humanitarian reasons. One group of visiting staff donate their services at the Albert Schweitzer Hospital in Haiti a few weeks every year: Sam Broaddus, MD, Urology; Michael Curci, MD, Pediatric Surgery; Brian Jumper, MD, Urology; Kathy McCarthy, CRNA, Anesthesiology; Gary Palman, DO, Anesthesiology; Margaret Provost, DO, Pediatrics; and Thomas VerLee, MD, Anesthesiology.

For Dr. Broaddus, caring for patients in Haiti was an exciting opportunity to use his skills in a way that would make a difference to people who would otherwise not get



Carol Dion, MD, induces general anesthesia as a young Ecuadorian boy holds a toy he was given when he entered the OR for repair of a cleft palate.

Caring

TO MAKE A DIFFERENCE

December 10, 1997

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.

MMC's Child Life Program

Caring about a child's life

Think they're just *playing around*? The staff of Maine Medical Center's Child Life Program may, in fact, be playing games with some of MMC's younger patients but their purpose in doing so goes far beyond what meets the eye. The Child Life Program is designed to meet the many needs of children and teens who are hospitalized. The staff work to help reduce stress and enable the kids to 'cope' with the concerns attached to being a patient. As much as possible, the attempt is to provide some level of normalcy by offering social support, educational programs, and promoting independence and self esteem.

Let's take a look at *who* Child Life is and *how* they are meeting the needs of these special patients.

The staff of the Child Life Program includes Kathy Berube, Child Life Supervisor; Beverly Spares, Child Life Specialist; Jill Shapiro, Child Life Specialist; Alice Borelli, Child Life Assistant; and Cathy Cone, Pediatric Tutor. In addition to these folks, the program is assisted by more than 30 volunteers, five Foster Grandparents, and students. Obviously, the addition of volunteers to the program is a great

benefit to both staff and patients. Foster Grandparents might be found rocking a little one so Mom or Dad can step out for a break. Volunteers might be spotted in the Child Life Center helping with a craft project, playing Monopoly, or just talking with a child or family member. Behind each activity available through the Child Life Program, children are growing emotionally, developmentally, and socially. Here are some examples of what staff and volunteers might be doing with patients and why.

Creativity as therapy

Arts and crafts not only provide a diversion for a child and occupy some "free time", but they prove to be therapeutic. Often a child who doesn't express his or her feelings verbally might be able to express them through arts and crafts. It's a way for the patient to let staff know how they feel about their illness or certain unpleasanties that go along with hospitalization. Once aired, it's easier for staff to understand where the child is coming from and what they can do to help. Yarn painting, making leaf people, creating handmade brace-

lets, and even foot painting might be the activity of the hour!

Medical play

Another therapeutic activity is what staff refer to as medical play. Medical play offers a child the chance to be the nurse or doctor instead of the patient. The child is allowed to play with toy stethoscopes, syringes, thermometers, blood pressure cuffs, tongue depressors, and other items. The patient pretends to be the person *performing* the treatment (applying bandages to the staff!) rather than the person *receiving* it. Medical play helps the child learn about the instruments medical staff use during treatments. As with arts and crafts, medical play can be a way for children to express feelings they are unable to verbalize.



Foster Grandmother Ella McKeon with Christopher Bailey and a therapeutic doll. A/V Photo.

Foster Grandparents

With infants, visual and vocal stimulation is important to health and development. This is why you

often will find a Foster Grandparent reading aloud to babies. As well as stimulation, some consistency in these patients' lives is essential. With infants and toddlers, stranger anxiety can be an important issue, particularly in a hospital where there are a number of medical support people interacting with them each day. It must seem a rare occasion to these infants for someone to come along just to visit with them. The familiar face of one of the Foster Grandparents goes a long way with the little ones!

Making choices

When children are playing, staff try to give them as much room to make their own choices as possible. Whether it's letting them choose the color of crayons or paint to be used, what game to play, or what movie to watch, giving them the chance to make the choice is very important. Young patients in particular find that most all of the choices are left to someone else to make. Giving a child a chance to decide something on their own allows them a sense of independence and importance.

Dolls as teachers

The Child Life Program also makes use of special dolls to educate children. They help patients learn about their bodies and discover what certain procedures or treatments might be like. The dolls even have removable hair! A doll lacking hair is certainly appropriate for a child to relate to when they have lost their own during chemotherapy. The dolls give children hands-on experience that better explains, at a level they can understand, what is happening to them medically. The therapeutic dolls are a project of the Friends of Maine Medical Center.

A 'kidney' or a 'kid knee'?

Along with the dolls, staff make use of a number of books to help educate the children. Books such as *The Lion who had Asthma* and *Lee, the Rabbit with Epilepsy* give children an understanding of a disease they might be struggling with. Sometimes what seems obvious to an adult is not so clear in the mind of a child. One excellent example shared by Child Life staff: everyone knows what a kidney is, right? Say the word "kidney" to a toddler or preschooler and it's possible the image they conjure up is a *kid's knee*. Imagine thinking you were getting your knee treated when all along they were treating your kidney! Another example is an IV. To a child, someone talking about an IV could easily be talking about a plant, an ivy. Using dolls, books, and various activities, staff can be sure the child has an understanding of why they are in the hospital and what they can expect from certain procedures they have during their stay.

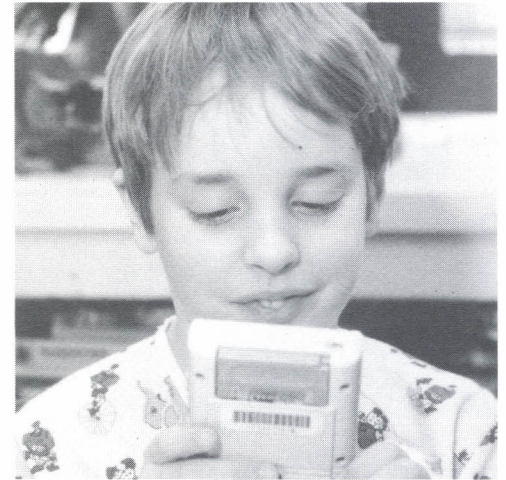
Relaxation helps

Child Life staff may also introduce children to relaxation techniques that can be used before a procedure. In fact, Child Life staff will accompany the child during the procedure if desired or if the parents are unable to do so. A familiar face certainly can provide welcome comfort!

Keeping up with school

Another educational assistance piece is offered by the pediatric tutor. Cathy Cone works with patient, family, and school system to assist with academic needs during a patient's stay. For a long-term stay (or even a short one!), it's difficult to keep up with the lessons and homework piling up back at school. Cathy's role in assisting the children with their school work is

an important part of maintaining normalcy in their life.



Austin Shriner enjoys an electronic game in the Child Life Center. AV Photo.

Normalizing a child's environment is one of the most important things we can do for our younger patients. Allowing them to personalize their rooms, celebrating the holidays with a party or parade, utilizing pet therapy, and promoting recreational and social activities are all examples of ways Child Life staff work to make a child's environment as much like *home* as possible.

Child Life staff are a support system for children and their families. From face painting to collages to scavenger hunts, the Child Life Program is meeting the many needs of hospitalized children. The atmosphere in a pediatric unit can be overwhelming, but the caring people of the Child Life Program and the Pediatric Unit provide children and families incredible support to cope with the many issues that can arise.

Thank you to all who are involved in the Child Life Program – you are *Caring To Make A Difference*.

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, Stephanie Smith, CPQI Program Assistant, at 871-2009, Fax 871-6344, or email smithsa.

It's time we told you more

That's the message behind a new series of advertisements that will appear in local newspapers and on WCSH-TV over the next few weeks. The first ad, which appeared in the *Maine Sunday Telegram* December 7, appears at right.

We're going public with the work our people are doing. By sharing examples of our many contributions, we can share the news about how much all of us at MMC do for the community.

Sometimes caring takes us beyond medicine. It's time we told you more about how we support good health. For the full story about MMC's community services and programs, call the Public Information Department, 871-2196, and ask for a copy of our *Mutual Interests* brochure.

This is



Maine Medical Center



When children need lengthy or frequent treatment in the hospital, they miss out on a lot — especially their education. That's why Maine Medical Center has long supported a program to provide one-to-one tutoring at a child's bedside. As a leading teaching hospital, we always have a special interest in education,

whether for our patients or for medical professionals.

Sometimes caring takes us beyond medicine. It's time we told you more about how we support good health. For the full story about our community services and programs, call (207) 871-2196 and ask for our *Mutual Interests* brochure.



Documentation session for physicians

Lisa Lampron of National Heritage Insurance Company, the Medicare B carrier, will conduct the seminar *Documentation Guidelines for Evaluation and Management Services* Monday, December 15. The seminar will be offered twice in the Dana Center Auditorium, from 0730 to 0900 hours and from 1800 to 1930 hours.

Physicians and residents are encouraged to attend one of these sessions. If you would like to attend, fax your name, provider number, number attending, phone number, and preferred session to 294-6188.

For more information, call Cynthia Plonowski, Medical Records, 871-3008.



Volunteer Services acknowledged a couple of special birthdays this fall. We're not sharing their ages, but Dot Preble and Phil Chase have celebrated more birthdays than any other MMC volunteers: 185 between the two of them! AV Photo.

NO BORDERS, FROM P.2

the care he could provide. "I have a genuine desire to be of service to people who are underserved. It goes back to the original reasons I went into medicine."

"You gain an appreciation of the reality of medicine in ways that you don't appreciate here," says Dr. Curci, who has visited Haiti almost every year over the last two decades.

Many of the diseases he treats there are very different from what he sees here, such as malnutrition. "People appreciate what you do and that you do the best for them that you can," he says. His children have traveled with him and now go on their own.

"This is what medicine is all about," says Dr. VerLee. He also feels it's important for young people in this country to see how privileged they are. His son was interested in a career in medicine, so they took the "opportunity of a lifetime" and traveled together to Haiti, where the younger VerLee helped out in the OR and saw what life is like in a third world country.

Others whose caring knows no borders: Kathy Beach, RN, CNM, Outpatient Department, India and other countries; Bill D'Angelo, MD, Neurosurgery, Ecuador; Bob Kramer, MD, Cardiac Surgery, Mexico; David Kuhns, PA-C, formerly of Emergency Medicine, Somalia and Afghanistan; Dee Roberts, RN, CPQI, Guatemala; Karen Saucier, RN FNP, Outpatient Department, Dominican Republic; Robert Schaedel, DMD, MD, Oral Surgery, Ecuador; Jim Smith, RRT, RN, Zimbabwe; and Lois Tiedeken, BS, RN, OB/GYN Clinic, Dominican Republic.

There are many others in the MMC family who have volunteered abroad in the past or who are planning future medical trips, but we don't know who they are. Their efforts are no less appreciated or deserving of recognition. Together, they extend MMC's medical talent far beyond its walls.

Book fair returns to MMC

On December 22 and 23, MMC's Children's Miracle Network will hold another book fair in the Cafeteria. Many employees have come to know Gary and Nancy Gaudette, the people who sell book after book, always with a smile and a hello. So far this year, they have raised close to \$6,000 for MMC's Children's Miracle Network.

The Gaudettes have a very personal connection to children's programs and services at MMC, which Nancy agreed to share.

On December 19, 1988, my

world changed when I was admitted to the high risk pregnancy unit at MMC. Our twin boys were born a week later at 27 weeks gestation, weighing 2.5 and 2.1 pounds. They were admitted to NICU and remained there until they came home in March.

I can't tell you the extent of the gratitude I feel toward the folks who cared for our boys. It's felt each time I look at them. Now Gary and I are doing book fairs at MMC, with the proceeds benefiting other families just like ours was nine years ago. I'm awfully thankful CMN is there to help!

SECURITY, FROM P.1

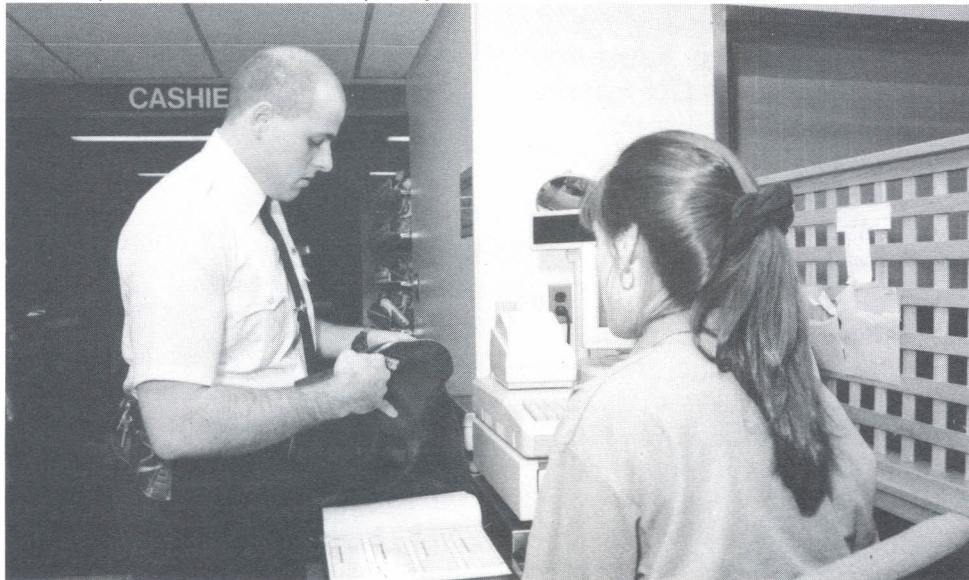
parking, shuttle service, and security.

"As we develop our in-house program over the next year, we especially look forward to designing a training and development program for our officers," Young says. "Barbara Peaslee, who was the site supervisor for our most recent contract vendor, will fill a new role overseeing this aspect of the program. Steve Hobart will manage day-to-day operations of the department."

During the day, seven to 15 security officers are on duty, depend-

ing on their assignment and the time of day. Among their duties are unlocking doors, valet parking, directing visitors, securing valuables, maintaining the "lost and found", monitoring alarms and closed circuit TV surveillance, and checking the security of buildings at the Bramhall location.

"Our overall mission is to provide a safe, secure environment for our patients, staff, visitors, and hospital assets," says Young. "With officers employed by the hospital they're protecting, we think we can do a better job of that."



Security officer Mike Haven picks up a deposit from Cafeteria cashier Vicki LaGrange. Haven will make sure it gets to Accounting. AV Photo.

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

Dog crate. Intermediate L32, W22, H23, asking \$50 or B.O. Front mask (bra) for Honda Civic del Sol, \$50 or B.O. Car cover for compact car, \$20 or B.O. 2 rims for VW Rabbit or early Jetta, 13 x 4 1/2", \$15. 2 tires, Pirelli P600 185/60R14, \$10/ea. Firestone S660 185/60R14., \$10/ea. Cross country skis. Youth or small adult. Complete pkg. \$50 or B.O. Call 829-3111.

1994 Honda Accord EX, 4 dr sedan, auto, a/c, power sunroof, ABS disc brakes, AM/FM cassette, 4 new tires, 2 snow tires. 89K, well maintained. One owner, excellent cond. \$11,500. Call 885-9147 after 6 PM.

Couch, \$175. Two canvas & wood chairs, \$25/pair. 14" Quasar portable remote control color TV, \$50. Side table w/ 2 drawers, \$20. Rust colored wing-backed chair, \$20. Five pairs of drapes, rust colored w/ small beige pattern, \$10/pair. Kenmore upright vacuum w/ attachments, \$25. Call 772-2545.

2 portable sewing machines w/ attachments: 1 Kenmore, 1 White. \$50 each. Call 929-5663.

Car AM/FM radio w/ auto-reverse cassette player. 50W power, 5-band graphic equalizer. Asking \$40. Call 773-5103.

Hardwood entertainment center from Concepts in Comfort. 51" long, 46" high. Holds 19" or 20" TV, 3 shelves, glass door. \$150. Kenmore microwave, \$50. Call 799-5928.

Falmouth Colonial. 4 BR, 3 bath, 3-car garage. 1+/- acre lot. \$349,000. Call 781-5425.

1992 Volvo 240 DL sedan. Well maintained. New brakes, tires, including snow tires. Call 772-3471.

2 yr old couch, chair, and ottoman. Green, rose, and beige print. \$700. Call 878-9319.

Image 929 Treadmill. 2.5 hp motor, digital readout for time, distance, speed, and incline. Max. speed 10 mph, max. incline 10%. Fully adjustable while in motion. Long belt for comfortable striding. \$450 or B.O. Under counter size refrigerator. Excellent cond. \$65. Call 879-4268, leave msg.

1989 GMC Jimmy S-15 Gypsy package. 90K mi. Loaded with options. 4.3L, auto, 2 sets of tires. Looks and runs great. \$6,995 or B.O. Call 829-6417.

Boyd's Bears: wide variety. Cats (2), bears (5), bunnies (2), monkeys (2). Beautiful and in perfect cond. Full size is 14-16" for \$15/ea, small size is 11" for \$10/ea. Birkenstocks. Size 39, Nubuck Denim Navy color. Brand new. \$40. AIWA Portable CD Player XP-520. Electronic anti-shock system, 24 selection random, programmable memory. Brand new, never opened. \$40. Call 892-0812.

Heavy, pine bunk bed set w/ drawer. 4 yrs old. \$400. Computer table w/ side file cabinet. Slightly damaged. Make an offer. Call 799-4710.

Washer/dryer. 4 yrs old. Excellent cond. \$300/pair. Call 871-2758.

Voit manual treadmill. Excellent cond. \$90. Mens XL suede leather jacket. Dark tan. Good cond. \$60. Call 934-9504.

FOR RENT

3-4 BR, 1 1/2 bath house in quiet area of West End within walking distance of MMC. Off-street parking for 2 cars, newly painted and carpeted, W/D hookup, gas heat and hot water. \$800/mo, plus utilities. Call 741-9148.

Large, sunny 2 BR apt immediately adjacent to MMC. HDWD flrs, W/D hookup. Great for on-call. \$650/mo, heat/HW and parking incl. Call 829-6495.

Woodfords area, Norwood St. Completely renovated Victorian w/ 3 BR, 1

The deadlines for announcement-length items and **MARKETPLACE** are December 10 for the December 24 issue and December 24 for the January 7 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 DAVOLM, or by fax to 871-6212.

1/2 baths, HDWD flrs, fireplace, bay windows, 2,000 sq. ft. living space. W/D hookup, fully applianced kitchen, parking and storage. Avail 3/98. \$1200/mo, plus utilities. Call 773-7053.

Westbrook. 2 BR apt in Victorian home. Eat-in kitchen, pine flrs, W/D, garage. N/S, pets okay. \$775/mo. Call 871-6502 or 829-6248.

ROOMMATE WANTED

Share apt. with two prof. F in 1st flr of 3-story house on Brighton Ave. Large, sunny, HDWD flrs, off-street parking, W/D. No pets. Call 871-1580.

WANTED

Used Bear Claw showshoes. Call 793-8980 eves.

Used futon in good condition for under \$75. Need by Christmas. Call 772-2350, eves.

OTHER

Residential and commercial plowing. Call 934-2371.

Prof. painting & restoration. Reasonable, references, insured. Call 828-0179 or page 759-4142.

Choose and cut your own Christmas tree. Directions: Webb Rd., So. Windham, one mile off Rte. 202. 0800-1800 hours. Call 892-7231.

What's Happening?

at Maine Medical Center

- November** *Healthviews*. Xtra TV 4, Thursdays, 2000-2100 hours.
- Dec. 17** Holiday Receptions. 0530-0830 & 1400-1800 hours. See p.1
- Dec. 17** Biomedical conference. 1500 hours, MMCRI. See p.6
- Dec. 22** Book Fair, through Dec. 23. MMC Cafeteria. See p.5
- Dec. 29** Platelet Drive, Dana 4. Call 828-2000.
- Jan. 12** Epilepsy Support Group, 1900-2030 hours, Dana #9.

Biomedical Conferences

Platelet Activation During Normal Sleep

Thieu Do, MD

Pulmonary Medicine, MMC

Wednesday, December 17, 1500 hours
Maine Medical Center Research Institute

Winter Snow Reminder

All vehicles left on Portland streets during a snow parking ban will be towed at the owner's expense.

To find out if a snow parking ban is in effect:

- ❄ **Call the winter parking ban number, 879-0300.**
- ❄ **Listen to radio & TV broadcasts.**
- ❄ **Look at the "Time & Temperature" sign; it will flash "Park Ban".**
- ❄ **Take note of illuminated "Parking Ban In Effect" signs located at some intersections leading into the city.**

Celebrate Advent and Christmas

Join the Pastoral Services Department for Advent Meditations in the Chapel, from 1205 to 1225 hours on Wednesdays during December.

Coordinators are:

December 10 Chaplain Anne Monaghan, Chaplain Associate Nina Scribner

December 17 Fr. Don McAllister, Rev. Dr. Alexander Cairns

December 24 Rev. Dr. Alexander Cairns, Fr. Al Andrus

A Christmas Service will take place in the Chapel Monday, December 22, from 1205 to 1225 hours. This service will be taped for viewing by patients on Channel 2.

NEW EMPLOYEES

ADMITTING: Linda Espeland, Diane McKinney

EMERGENCY: Janet Sloan

ENGINEERING: Daniel Bickford, Mary Hoffman, Daniel Veilleux

ENVIRONMENTAL SERVICES: Donna Young

FOOD SERVICES: Marybeth Castle, Tori Nadeau

INFORMATION SERVICES: John Reardon

MEDICAL RECORD SERVICES: Christine Gordon

NURSING: Kristen Flink, Kathleen Henry, Katherine Murray, Kathleen Santamore, Amanda Warner

PASTORAL SERVICES: Renee Russo

RADIOLOGY: Debra Fitzgerald

SWITCHBOARD: Cathleen Gaudet

Weight Watchers At Work
meetings will take place on
Thursdays beginning January 8
Meetings are at noon
in Dana Center Classroom 2.

What's Happening? is published every other Wednesday 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