

What's Happening

a newsletter for the employees of Maine Medical Center

October 2, 1996

Vol. 27, No.20

JCAHO gives MMC report

The report is in. How did Maine Medical Center fare during this year's visit from Joint Commission for the Accreditation of Healthcare Organizations (JCAHO) surveyors? Thanks to the efforts of all involved in getting ready for the visit, very well, thank you! You can see proof of it when you view the framed accreditation certificate outside the Cafeteria.

"We have received the final report," says Judith T. Stone, RN, Vice President for Nursing and Patient Services, "and Maine Medical Center has been rated as it was three years ago, when the Joint Commission visited last. The entire staff were responsive both in preparing for the visit and during the survey. The good work paid off and the visitors affirmed that MMC is truly a great place."

The JCAHO reviews 45 functional areas in hospitals, measuring against a total of 554 standards and giving a rating of one through five for each. During the visit the survey team reviewed 60 to 70 medical records, visited most care areas and other departments, and talked with many staff and patients.

MMC received high scores in 33 of the 45 areas surveyed. In nine areas, MMC was found to be in partial compliance with JCAHO standards. These were cases where the hospital could not show sufficient historical information that practices were in place for one year as required, but the team saw that current systems were appropriate. Some standards are new and therefore reviewed with the expectation that compliance on processes may not be

JCAHO, SEE P.4

MMC Board honors a friend

At its meeting Thursday, September 26, Maine Medical Center's Board of Trustees passed the following resolution honoring Trustee Elizabeth B. Noyce, who passed away Tuesday, September 17.



Resolution

WHEREAS, Elizabeth B. Noyce was a trustee of Maine Medical Center, our colleague in the governance of Maine's largest hospital, and

WHEREAS, she lived her life as a model of civic responsibility and selfless devotion to the improvement of her adopted state, and

WHEREAS, she shared her wealth in ways that met, and often set, the highest ideals of philanthropy, and

WHEREAS, she was a true economic force in our community and the state, bringing a vision of an improved future and inspiring others to act in concert, and

WHEREAS, she will be sorely missed as a colleague and a friend, as a woman of means who embodied an exemplary vision tempered with humility,

NOW THEREFORE, we the trustees of Maine Medical Center recognize her service, honor her commitment, and resolve to continue our work inspired by her spirit and in the grace of her continuing presence in our hearts.

Help out Healthy for Life! See p.4.

Volleyball season is back

The BMC/MMC Volleyball League is getting organized for the 1996-97 season. The first game is scheduled for Monday, October 21. Anyone interested in joining a team should call Lana Merchant, MMC, x4178 -- soon!

News at Deadline

- The search committee for MMC's new president has narrowed its search to the final two or three candidates. Both candidates will be back for another round of interviews over the next few weeks.
- The Maine Department of Human Services has given final approval for the Certificates of Need that will allow us to build the Barbara Bush Children's Hospital and the Marshall L. and Susan Gibson Pavilion, as well as the move of New England Rehabilitation Hospital to the Brighton campus, and other elements of the Master Facilities Plan.
- Plans to consolidate Laboratory services are taking a step forward this month as a new laboratory computer system comes on line. The system is critical to linking all the facilities.
- The MMC Board of Trustees approved the Capital and Operating budgets last week. Information will be coming back to departments in the near future.
- The Quality Fair, scheduled for October 24-25, has 23 booths scheduled as of press time. Plan to attend!

Biomedical Conference

Molecular Mechanisms of Angiogenesis

Thomas Maciag, PhD,
Molecular Biology, Holland Lab,
American Red Cross

Monday, October 21, 1530 hours
Dana Center Classroom 7

Open employee forums scheduled

As promised, the results of the Employee Opinion Survey will be shared with interested employees during meetings led by MMCF President Don McDowell.

At the meetings employees will also have an opportunity to hear progress reports on issues that may be of interest. Here's the list of meetings, in case you missed it in the last issue:

- Thursday, October 3, 1200-1300 hours
Dana Auditorium
- Friday, October 4, 1500-1600 hours
Dana Auditorium
- Monday, October 7, 1900-2000 hours
Cafeteria Conference Room
- Tuesday, October 8, 1400-1500 hours
BMC Board Room
- Wednesday, October 9, 0700-0800 hours
Dana Auditorium
- Thursday, October 10, 0830-0930 hours
BMC Board Room
- Thursday, October 10, 2200-2300 hours
Cafeteria Conference Room
- Wednesday, October 16, 0230-0330 hours
Cafeteria Conference Room

The times for the second and third shift meetings were selected based on responses of employees from those shifts when asked about their preferences for meeting times.

What's on the next *Healthviews*?

Watch the next episode of *Healthviews* for "Building the Future" with highlights of various topics, including current construction projects and Brighton Surgical Center. The program airs the week of October 21.

Maine Medical Center's health information program is broadcast on Xtra TV 4 and airs nightly Monday through Sunday at 2000 hours, Tuesday through Sunday at 1400 hours, and Tuesday through Thursday at 1000 hours.

Employee's loss felt throughout MMC

"I was overwhelmed, but not surprised, by the many calls and offers of support and assistance to us because of the loss of Peggy Shane," says Mary Keysor, Director of Food and Nutrition Services.

"We received calls, e-mail, voicemail, and cards, and were deeply touched that MMC staff from all over cared so much for Peg and for her co-workers."

Cafeteria Cashier Peggy Shane passed away September 16, the day she was due to return to work after a leave of absence.

"That Monday was a tough day, but the support and warm words from hundreds of MMC staff helped all of us, as did the visit from Don McDowell," says Keysor. In the days to follow, offers of help came from Pharmacy, Administration, the President's Office, Operations, Nursing Administration, Library, Public Information, Cardiology, Switchboard, Human Resources, Nursing Resources, and many other Cafeteria customers to help in whatever way

they could.

All who worked with Shane who wanted to attend the funeral did. The day of the funeral, Cafeteria positions were covered at noon with help from BMC staff, a night cashier who worked round the clock, members from other areas of the department, and Deb Kinney and Lois Bazinet from Nursing Resources.

The Rev. Dr. Alexander B. Cairns and Rev. Marvin Milbury officiated at the funeral service.

Parking staff helped by making it easier for staff to get in the garage and return to work after the funeral.

"Everyone knew and loved Peggy," says Keysor. "She took care of people who take care of people. What I sensed most was that people did not just feel their own loss of a friend but they were concerned about Peggy's co-workers. I can't tell you how many MMC staff stopped me to ask about Cafe staff."

"Sometimes we forget how to work together, but we didn't that week. People couldn't have been more sensitive to the needs of Peggy's co-workers. Her customers will miss her and so will we."

United Way campaign wraps up

The United Way wrap-up celebration will be held in the MMC and BMC Cafeterias at lunch time Friday, October 11. The grand prize will be drawn by Don McDowell at 1200 hours. Help celebrate with balloons, cakes, thanks, and lots of fun, fun, fun!!!

"Pledges are still coming in as we near our goal," says United Way Chairman Donna Libby. "Solicitors have worked very hard and their efforts are being seen with the great response from both campuses. I would like to thank each and every one of them. BMC and MMC are in the spirit of joining together to help where it's needed most."

If anyone still has a pledge card to turn in, please give it to your solicitor or directly to payroll.

Here are the winners of the prize drawings:

\$50.00 LL Bean Gift Certificates

Norma Quint, Patient Registration, BMC
Gail Kennedy, Family Birth Center, MMC
Sharron Sawyer, R7, MMC
Robert Fusco, CSD, MMC
James Violette, Cafeteria, MMC
Nancy Vachon, Nursing Float Pool, MMC
Ralph Duquette, Cardiography, MMC
Janice Ebert, Data Management, Gateway
Debra Lee Irish, Surgery Admin., BMC
James Conley, Cardiac Surgery, MMC

BMC Hole-in-One Contest

Bobbie Savage, Food & Nutrition Services,
\$25.00 LL Bean gift certificate
Tony Plummer, Painting, United Way
Healthcare Division dance tickets
Lawrence Presby, Radiology, BMC/MMC
United Way T-shirt

WINNERS, SEE P.6

Help out *Healthy for Life*

Volunteers are needed to answer phones during MMC's call-in special, "Playing it Safe", the fourth program in the *Healthy For Life* public health education series. The program will air Tuesday, October 15, from 2000-2100 hours on NewsChannel 13.

"Playing it Safe", hosted by NewsChannel 13 anchor Kim Block, will conclude a three-part series on safety. Viewers will be encouraged during the special and news coverage to call a special 800 number. They will then receive a packet of helpful information about safety.

During the call-in show, volunteers will ask callers a series of simple questions. The *Healthy for Life* programs are popular; we guarantee you won't be bored! Anyone wishing to help out on the 15th should contact the Public Information Department at x2196.

Public education series on thyroid disease offered

MMC's Endocrine Division will provide a series of one hour lectures for persons with or concerned about thyroid disease. The topics and dates are listed below; all will take place at 1900 hours in the Dana Center Auditorium. There is no charge for the lectures. Participants will have the opportunity to ask questions and discuss topics of concern.

If you are interested in attending any of these presentations, contact the Endocrine Division at x2161.

Thyroid Nodules & Thyroid Cancer

S. Thomas Bigos, MD, Thurs., October 10

Diabetes & Thyroid Disease

John Devlin, MD, Tues., November 12

Hyperthyroidism

Daniel Oppenheim, MD, Weds., December 11

JCAHO, FROM P.1

complete. For instance, it might be recorded that a patient has an Advance Directive, but there may not be a copy in the file.

The medical center was found to need some improvement in three areas: in medication use, such as in records of checking the temperature in refrigerators where medicine is stored and in infection control (the difficult task of keeping "clean" and "dirty" functions completely separated in areas where space is at a premium). The third area of concern was in special treatment procedures, such as restraints, where an institution must show 100 percent compliance in record-keeping.

The JCAHO team noted success in several areas. Our quality program was found to exhibit real evidence of quality from the bedside all the way through to the Board of Trustees. MMC's Board was praised for its governance and the medical center received high marks for its ethics policy and procedure.

The survey team also made the following observations, "The organization does an excellent job of providing patient care to the patients

served in ambulatory service locations. This is demonstrated by results of patient satisfaction surveys. The hospital has done an excellent job of assessing its environment of care. The plan to improve those problems noted in the assessment is very thorough and comprehensive."

"All in all," said Stone, "our preparation for the JCAHO visit was focused on the importance of quality in our work. There is a genuine interdisciplinary team effort here with people making a significant investment to better serve patients.

"This is the kind of experience that affords a lot of learning. We learned that in a large, complex institution, it is more difficult to assure that all standards are in place in all areas than in a small hospital, where activities are generally limited to one area.

"Overall, I think our performance was very, very satisfactory and it's fair to say the surveyors felt this is an excellent hospital staffed with exceptionally good people."

Be sure to take note of MMC's certificate of accreditation, now hanging outside the Cafeteria. And take credit for your part in earning it!

Bowling league needs members

Maine Medical Center's Candlepin Bowling League is looking for bowlers! Needed are 5 person teams, substitutes, and anyone who may be interested in a fun night out.

Please contact Edie Gribbin, x2550, or Joyce Linehan, x2672, for more information.

National Depression Screening Day

Free screenings offered at
Maine Medical Center's
McGeachey Hall
216 Vaughan Street

Thursday, October 10

There will be two sessions
1000--1200 hours
or
1600--1800 hours

Mental health professionals will be
available for brief, private
screening interviews.

Adults, adolescents, and children welcome.

Wanted: Medical Terminology Instructor

Susan Williams, Director of Training and Organization Development in Human Resources, is looking for a qualified staff member to teach Medical Terminology to MMC and BMC employees. You may be just the person she needs if you:

- have a solid knowledge of medical terminology,
- have had some form of successful adult education experience,
- can commit to a teaching schedule requiring at least 22 hours of class time (two 2-hour sessions per week for 5-6 weeks, or the equivalent).

If you are interested in this opportunity, please call Susan Williams, x6202, no later than October 11.

Quilts celebrating breast cancer survival given to MMC

Two chapters of the Pine Tree Quilters Guild have been engaged in some friendly competition as they worked to make Maine Medical Center's Breast Care Center even more comfortable for patients to visit. The quilts that will adorn the walls at MMC's Breast Care Center were presented Tuesday, October 1.

"We wanted to make the Center even more welcoming and friendly," says Roberta Emmons, a member of the Nimble Thimbles of Windham. "The wall coverings will do just that, and they both feature the pink breast cancer survivor ribbon." Backroads Quilters of West Gardiner is the other group to produce a quilt.

The quilts were presented to Tracey Weisberg, MD, Medical Director of the Breast Care Center.

The idea for the quilts began during a casual lunchroom conversation; Roberta Emmons of Nimble Thimbles works with Dr. Weisberg at MMCRI, as does Roberta Roberts of Backroad Quilters. The women wanted to use their quilting talents to help a program that could affect all women. The quilts measure 60" by 72" and have been worked on by many of the more than 50 members of the two chapters.

The presentation preceded the free seminar "Solving the Mystery of Breast Pain". The seminar and the presentation of the quilts are in recognition of Breast Cancer Awareness Month. Dixie Mills, MD, a surgeon who specializes in treating breast issues, spoke about breast pain and changes that can affect any woman.

Watch for your opportunity
to save on a trip to
the Caribbean or Mexico.

Look for details in
a general distribution memo
coming soon to your department.

Physical therapists "heal the generations"

Since 1981, physical therapists have set aside a time each year to celebrate their profession and educate the public about physical therapy. October has been designated by the American Physical Therapy Association as National Physical Therapy Month, and this year the celebration is particularly meaningful as the profession of physical therapy celebrates its 75th anniversary.

This year's theme is "Healing the Generations". The theme refers not only to the 75 years that physical therapy has been in existence, but also to the age range of people -- spanning several generations -- who benefit from physical therapy. In keeping with the theme, the Physical Therapy Division of Rehabilitation Medicine will sponsor an evening of information sharing October 24 from 1830 to 2000 hours in the Dana Center Auditorium.

The session will focus on increasing public awareness of the role of physical therapy and inform prospective students about the profession as a career choice.

For further information, contact Linda Simonsen, PT, x4892.

WINNERS, FROM P.3

MMC Mini-Golf

Low Score: Steve Larned, MD, Medical Affairs, \$25.00 LL Bean gift certificate

Low Score: Joe Winschel, Accounting, \$25.00 LL Bean gift certificate

Hole-in-One: Joe Winschel, Accounting, United Way Healthcare Division dance tickets

Hole-in-One: Jeff Winchenbach, Accounting, United Way Healthcare Division dance tickets

Participation: Tom Linehan, Nursing, BMC/MMC United Way T-shirt

Participation: Lynn Moulthrop, Nursing, BMC/MMC United Way T-shirt

Respiratory therapists provide care, act as resources

Respiratory therapists (RTs) provide direct services to almost every part of Maine Medical Center and Brighton Medical Center. They are involved in the care of sick newborns, inpatients, pre-op, post-op, emergency department, and intensive care patients, sleep studies, rehabilitation, and even discharge services.

These professionals perform both diagnostic and therapeutic procedures. Examples of diagnostic tests provided are drawing and interpreting arterial blood gases and pulmonary function tests. Therapies include delivery of bronchodilator treatments and airway clearance modalities. RTs are members of the code and transport teams, provide support for bronchoscopies and percutaneous tracheostomies, consult and instruct on the use of speaking valves, and serve as resources to nurses, physicians, and others on numerous technical matters.

Teamwork is fostered and professional growth is promoted in the RT department, but RTs' real work and worth lies outside their department offices. They spend most of their time in other work areas, sharing in patient care and providing support services. RTs measure their value in the degree to which they can provide direct service to patients and support services for other caregivers.

Most RTs are proficient in several specialties and are prepared to change roles at a moment's notice. One illustration of this is the story of a respiratory therapist who reported to work at 1800 hours one evening and returned home 18 hours later after helping transport three infants to MMC from three other Maine hospitals.

RTs recognize and appreciate the diversity of services and caregivers here. They are prepared to meet not only the changing needs of patient units, but also to contribute to the mission of MMC and BMC.

Respiratory therapists will celebrate their profession October 6 through 12, Respiratory Care Week.

MARKETPLACE

In order to ensure that everyone has an opportunity to use the "Marketplace," ads may be placed *once only*. Repeats will be allowed only on a space available basis.

FOR SALE

20" Hammerhead 10 speed bike. Used one summer, \$65. 12" BMX trail climber bike w/training wheels, \$15. Cross country skis for 8 YO, \$25. Kid's dinosaur curtains, twin comforter, pillow sham, sheets, and pillow case, \$20. Call 799-4423.

Custom built dog house for medium to large dog, \$125 or BO. No-bark dog training collar, \$40 or BO. Metal dog crate for medium to large dog, \$25 or BO. Call 799-1420.

Oak veneer entertainment center, exc. cond. Holds 27" TV. 53" x 16" x 48". Shelves for stereo equipment behind glass doors, \$100. Huffy backboard, hoop and basketball, \$25. Call 799-9623.

1989 Ford Festiva. 4 speed, 100 K miles. Well maintained, runs well, no rust. All original. \$1,500. Call 772-1126.

Clarinet, used for one season in junior high band, \$350 or BO. Call 283-2483 after 6 PM.

Portland condo, 37 Glenridge, 2 BR, 1 1/2 bath, attic and storage shed, patio w/backyard, gas heat, W/W carpet, W/D, dishwasher. \$68,900. Call 828-1226.

Schwinn RM 1000 rowing machine, 8 YO, \$100. Weslo Pursuit Turbo exercise bike, \$50. Stepshaper Stepdeck, \$15. Eureka Ultra upright vacuum cleaner, recently cleaned, oiled, new belts installed, 12 bags incl., \$100. 16' MFG Piper 120 OMC inboard/outboard motor boat with EZ loader trailer, \$2,800. Boy's White Heat Huffy 20" bike, \$40. Call 892-8152 after 5 PM.

3 BR raised ranch in Cape Elizabeth. Close to beaches, garage, mudroom, large carpeted family room, laundry room, K, LR w/fireplace, DR w/small side porch, 1 1/2 baths. Nice yard, storage shed. Recently refurbished. 2 zone FHW/oil heat. \$128,000. Call 799-4915.

Single size futon mattress w/fitted top sheet and frame. Folds into a chair. Asking \$60 or BO. Call 929-8594.

1985 Dodge Ram 1/2 ton pick up truck short bed. 105 K miles, 4 speed, AM/FM cassette, 6 cylinder. Red and white. \$1,800. Call 797-0344 between 7-9 PM.

1990 Lincoln Sport coupe, light blue, leather interior, exc. cond. Comes loaded plus brand new exhaust system and fuel tank. Studded winter tires included. \$7,000. Call 781-2826.

Ready to occupy, no repairs needed, clean, well maintained 3 BR, eat-in K, adjoining laundry room, large screened porch, family room, 2 car garage. Corner lot, residential area of Kezar Falls, just over the Cornish line. \$87,500, negot. Call 839-4449 or 839-8594.

1990 Ford Ranger w/cap. 108,000 mi., exc. cond. No rust, very reliable. \$3,400 or BO. Call 428-3536.

Wall mirrors made from old, weathered window frames. Unusual accent piece complements any style home. Many sizes from which to choose. Call 428-3536.

FOR RENT

Ocean Spray condo in Old Orchard Beach, 3rd floor, all appliances, 1 BR, dining area/LR, W/D, private pool, parking, security. Year-round on beach. \$500/mo. + utils.

The deadlines for announcement-length items and **MARKETPLACE** are Oct. 16 for the Oct. 30 issue and Oct. 30 for the Nov. 13 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.

Call 892-8385.

2 BR Bethel-area condo overlooking Androscoggin River and mountains. Outdoor Olympic-size heated pool, laundry facilities, K. 3 miles to Sunday River/Bethel near Mt. Washington, hiking, canoeing. Weekly/weekend rates. Call 767-5391 or 767-4622.

2 BR upstairs loft, K, bath. On the ocean in South Freeport. \$750/mo. Call 865-6985 or 892-5268.

Highland Lake, Windham, 1-2 BR, full basement, furnace, woodstove. 30 min. to MMC. \$600/mo. Call 892-6981.

1 BR loft on Spring Street. \$575/mo. incl. heat and all utils. Call 773-2843.

ROOMMATE WANTED

F, N/S, for room near BMC. Parking, W/D, no pets. \$300/mo. heated + utils. Call 761-5660 evenings.

M/F to share Higgins Beach home. Furnished wood and oil heat, ocean views. N/S, no pets. Lots of privacy, owner travels. \$350/mo. + 1/2 utils. Call 883-0987.

Private BR, LR and bath in Scarborough house near South Portland. Share K, laundry with young family. N/S, \$350/mo. incl. all utils. except phone. Call 885-9780.

To share 4 BR apt. w/F. Deck, off-street parking, nice yard. W/D. \$350/mo. incl. utils. Call 878-2363.

N/S M/F to share Woodford's Area apt. Parking, W/D hook up. \$275/mo. + 1/2 utils. Avail. 11/1. Call 774-2758.

CHILD CARE

In Millcreek, South Portland. Openings for full- and part-time. Infants through 5 years. 0700-1730 hrs. Call 767-7184.

WANTED

Bowlers for women's candlepin league. Tuesdays 1830-2100 hrs. Prides Corner. Call 797-2699.

Painting and light carpentry jobs. Interior, exterior. Experienced, insured, refs. Free estimates. Call 761-0524.

Homes to clean. No job too big or too small. Exc. refs. Free estimates. Call 774-9195.

What's Happening at MMC

- Oct. 2 Harvey Rinder, MD, Yale University School of Medicine. Biomedical conference, MMCRI, 1500 hours.
- Oct. 4 Open employee forums, ongoing. See p.2.
- Oct. 10 National Depression Screening Day, 2 free sessions. McGeachey Hall. See p.5.
- Oct. 10 Thyroid disease lecture, 1900 hours, Dana Aud. See p.4.
- Oct. 15 *Playing it Safe*, Healthy for Life call-in program, News-Channel 13, 2000-2100 hours. To volunteer, call x2196.
- Oct. 21 Thomas Maciag, PhD, American Red Cross. Biomedical conference, Dana #7, 1530 hours. See p.2.
- Oct. 21 *Healthviews*, "Building the Future". See p.2.
- Oct. 21 Volleyball League, first game. See p.2.
- Oct. 24 *Quality...Growing from the Ground Up*, Quality Fair. 0900-0900 10/25, Cafeteria.
- Oct. 24 Physical Therapy Information Sharing, 1830 hours. See p.6.
- Nov. 14 *Taking Care: The Challenge of Supporting Aging Families*. 0830-1400 hours, Dana Center. Contact Social Work, x2261.

Quality...Growing from the Ground Up

Make plans to attend the

4th Annual Quality Fair

0900 hours Thursday, October 24,
straight through 'til
0900 hours Friday, October 25

MMC Cafeteria

About People

• **Judy Thomas, RN**, Nursing Resources, and **Sheri Farthing, RN**, Family Practice Unit, are two members of a USTA tennis team who will go to Tucson, AZ, October 10 through 13 to participate in the National Championships. Thomas has captained the "Racketts" for four years. The team recently won the New England Championships at Mt. Holyoke, MA. The squad will be one of 17 at the Nationals. It will be the first 4.0 women's adult league team from Maine to try for the national title.

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What's Happening

Maine Medical Center, 22 Bramhall Street, Portland, ME 04102-3175

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.

Flu Vaccine for MMC Employees, Retirees, and Volunteers

Individual appointments may be made throughout

October and November
by calling Employee Health
at 871-4011.

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

Want to know what's for lunch in the Cafeteria?

Call K-A-F-E (x5233)

A question to get you thinking

*Of what achievement are
you most proud?*

Drop your answer in the Ask
Away box near the Cafeteria or email it
to Davolm. You don't have to give your
name.

We'll get back to you with answers
to this and other questions to come.

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