

What's Happening

a newsletter for the employees of Maine Medical Center

September 18, 1996

Vol. 27, No.19

St. Andrews to join Maine Medical Center Foundation

St. Andrews Hospital and Healthcare Center in Boothbay Harbor and the Maine Medical Center Foundation (MMCF) have announced that the trustees of both organizations have approved a final agreement to have St. Andrews join the Maine Medical Center Foundation. Officials of both organizations characterized the action as an exciting opportunity for the communities they serve to benefit from the combined strengths and unique capabilities of their institutions.

The agreement states that the organizations share the fundamental goal of creating an expanded and strengthened family of services for their communities. Such a system would provide a broad range of quality services, and provide them in a coordinated, cost-effective manner.

The agreement includes provisions for continued governance by the local St. Andrews Board of Trustees with representation on the MMCF Board. It also stipulates that St. Andrews will continue to offer 24-hour emergency care, outpatient healthcare services, and appropriate home health and long-term healthcare services in the Boothbay Harbor region.

"Today's hospitals operate in an environment of significant change," said St. Andrews Board President Lew Brown. "Inpatient numbers are declining, and there is an increased demand for outpatient services. Those realities require that hospitals make the right decisions now regarding the types of services that they

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Pierce named director of Work/Life Issues

Michael Pierce has been named Director of Work/Life Issues, effective October 15, 1996. Pierce's extensive experience in human resources, most recently at Brighton Medical Center, has given him valuable insight into the issues employees deal with in both their personal and professional lives.

The appointment of a person to concentrate on work/life issues represents an even greater level of commitment to our employees. One of the primary goals of the work/life initiative is to identify those areas where the Maine Medical Center Foundation as the employer can help employees bring a balance to their lives, and try to reduce the levels of stress that many people are currently experiencing. Recent information collected from the Employee Opinion Survey indicates that while the majority of our managers and supervisors are understanding and supportive of issues around work and family obligations, there are still times where the demands of our personal and work lives are in conflict.

Prior to his seven years at Brighton, Pierce held human resources positions at three hospitals in Pennsylvania -- Albert Einstein Medical Center, Lewistown Hospital, and Community General Osteopathic Hospital -- as well as a number of other institutions in that state. His responsibilities ranged from overall program direction to labor relations, benefits administration, and management development and training. This wide variety and depth of experience will support his activities with Founda-

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Turn in your United Way pledge card by October 10! See p.3.

Got an HR question? Just ask !

Recognizing that your time is valuable, the Human Resources Department wants to be more accessible to you on a regular basis in a more convenient location. Every Tuesday from 1130 to 1300 hours, members of the Human Resources staff will be outside the Cafeteria to answer general questions, respond to your comments and concerns, and collect feedback about services provided.

Also available will be a variety of often-requested forms, such as internal applications and benefits and change of address forms.

So, if you've got a question or comment and it can wait until Tuesday, stop by the HR table on Tuesdays between 1130 and 1300 hours. If your question can't wait, call the department at x2107, Monday through Friday, between 0730 and 1630 hours.

"We started out in the Cafeteria to be as visible as possible," said John Orlowski, a Human Resources Team Leader, "and now that we are a little more established, we are moving our operation to the hallway, but we still encourage employees to stop by. Our hope is that this can be a real service to our customers--our employees."

Understanding documentation, coding, billing

Women Physicians of Southern Maine invites physicians and billing staff to expand their coding knowledge, explore different pathways for optimal billing and third party reimbursement, and learn how to maintain quality patient care with proper compensation. The program speaker will be nationally known coding expert Renee L. Antieau, CPC.

All sessions will be held Wednesday, September 25, in the Dana Center. Physicians may attend from 0800 to 1000 hours or from 1000 to 1200 hours. Billing staff are invited to attend from 1300 to 1600 hours.

For more information about the program or how to register, call 871-0017.

Open employee forums scheduled

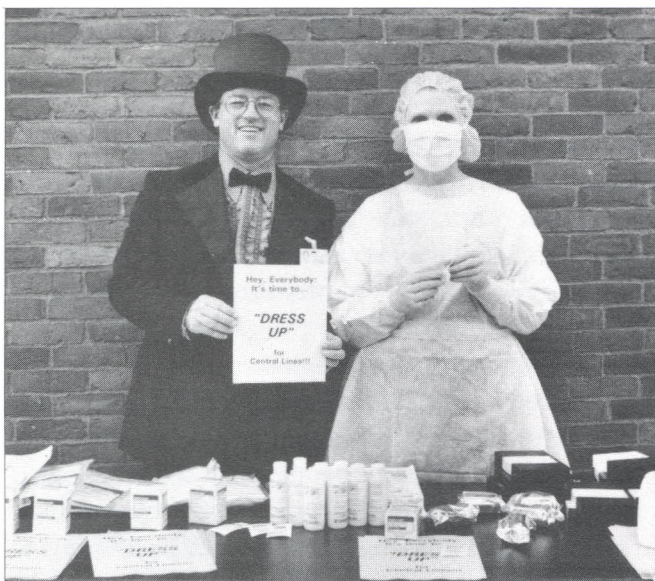
As promised, the results of the Employee Opinion Survey will be shared with interested employees during meetings scheduled to begin the week of September 30. Don McDowell, MMCF President, will lead these meetings.

More than 600 employees took the time to respond to this survey and share their thoughts on the current state of the working environment at MMC and BMC. Once fully analyzed, much of this information will be used to help set priorities relating to employee issues over the next few years.

These meetings will also give employees an opportunity to hear progress reports on issues that may be of interest, such as the presidential search, New England Rehabilitation Hospital, new developments at the Brighton campus, and construction efforts currently underway. Plan on attending one of the following meetings:

- Tuesday, October 1, 1400-1500 hours
Dana Auditorium
- 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. Hopefully, these will work better for staff!



ALL DRESSED UP, but are they going to the same place? Tom Alexander, Parenteral Therapy Nurse Clinician, is ready for a party and Nancy Young, Infection Control, is properly prepared to insert or care for a central line following MMC's new Hospital Central Line Policy. They "dressed up" recently to draw attention to the new protocol. A/V Photo.

What's on the next *Healthviews*?

Watch the next episode of *Healthviews* for "Healthy Grieving" with Connie Korda, MS, LCPC, Counselor, and Margaret Bradstreet, RN, Mental Health Nursing Specialist. The program will focus on bereavement and loss support groups and airs the week of September 16.

Bradstreet and members of the Pregnancy Loss Group and Korda and a member of the SIDS (Sudden Infant Death Syndrome) Parent Group will talk about the grieving process and the support groups like these offer.

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.

United Way Kickoff rally a huge success

On Tuesday, September 10, more than 200 Maine Medical Center and Brighton Medical Center employees who planned to walk, run, jog, or even skip to Monument Square to participate in the annual United Way Kickoff Rally were thwarted by threatening weather. Instead, the MMC/BMC team, adorned in matching United Way T-shirts, gathered at the entrance to the Dana Health Education Center at 1100 hours and made their way, or were shuttled to, the Cumberland County Civic Center. There they joined more than 4,000 walkers from 170 other businesses and organizations for the Kickoff Rally.

"This was a tremendous turnout," said Donna Libby, United Way Chairman. "I am always impressed, but never surprised, at the way Maine Medical Center and Brighton Medical Center employees respond to the United Way. They seem to recognize and appreciate the important work done by the United Way. A very special thank you goes to Judy Thomas who has organized the employee walk for several years. Her efforts have been instrumental in the success of this event."

If you have not yet turned in your pledge card, there is still time. You can give it to your department solicitor, or send it directly to Joyce Linehan in Payroll. You must turn in your pledge card by October 10 to be eligible for the grand prize drawing.

Biomedical Conference

Predicting Thrombotic Risk: New Laboratory Assays

Harvey Rinder, MD
Yale University School of Medicine

Wednesday, October 2, 1500 hours
Maine Medical Center Research Institute

"Playing it Safe"

On Tuesday, October 15, from 2000-2100 hours, NewsChannel 13 viewers will learn all about "Playing it Safe". "Playing it Safe" is the fourth program in the Healthy For Life public health education series.

"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 the news coverage to call a special 800 number. They will then receive a packet of information that will provide education and motivate them to take the desired action.

Volunteers are needed to answer phones during the October 15 call-in special. Anyone wishing to volunteer should contact the Public Information Department at x2196.

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will offer in the future and make the investments in technology and infrastructure necessary to deliver those services.

"This is a significant step toward preserving healthcare in this region," he said. "It assures the future of the delivery of healthcare here."

"A family of services like the Maine Medical Center Foundation," says MMCF president Don McDowell, "can bring together hospitals, physicians, and other healthcare providers in the design of a system of services that responds to the needs of its communities. We believe that only a system with substantial resources and expertise, and with strong local partners, can provide that kind of comprehensive care."

"Everything we do comes down to the one-on-one relationship between caregiver and patient," he says. "This agreement is just one way we can maintain and enhance those relationships, in all the communities we serve."

The parties must still secure governmental and regulatory approvals, and undergo a brief due diligence process before the agreement can take effect.

Secretarial Forum welcomes new members

At one time a secretary was a person whose main responsibilities were taking dictation, typing, and making coffee. (We aren't kidding, coffee was an actual performance evaluation criteria.) As business grew and changed, and technology progressed, so did the duties assigned to secretaries.

Once thought of as the sole domain of women, today more and more men are entering the field. Over the years, with the ever-changing role of the secretary came a number of new titles. Now they are known by many names -- secretary, clerk, receptionist, assistant, administrative assistant, and office professional, among others -- but they all share a common goal: they support their bosses and assist in creating a smooth-running, efficient office operation.

The Secretarial Forum at Maine Medical Center exists as a support network for these office professionals. Officers for 1996-97 were recently named. Terry Lynn McGarvey, Public Information, will serve as President, and Georgie Silloway, Nursing Systems and Information, as Secretary. They succeed Em Carson, Medical Record Services, and Anne Bowdoin, Outreach Education, the previous president and secretary.

In an institution as large as MMC, it is not uncommon for two departments to be faced with a similar challenge, or for a number of people to have the same procedural question. On the premise that "none of us is as smart as all of us", the Forum hopes to be used as a resource for all people holding secretarial support positions.

Consider joining the Secretarial Forum. Everyone is welcome. Anyone wishing to attend future meetings should contact Georgie Silloway, x2638, or email SILLOG. The first meeting will be in October.

Nothing but "net", part II

When computers are the question, knowledge is the answer. It is vital to have information about how the world of computers, networks, and even the Internet is changing, and what impact it will have on us.

In an effort to supply you with this information, we are continuing our "nothing but 'net'" articles with this list of definitions.

Bandwidth: How much information (text, images, video, sound) you can send through a connection. Usually measured in bits-per-second. A full page of English text is about 16,000 bits. A fast modem can move approximately 15,000 bits in one second.

Baud: Way of measuring modem speed that is equal to one signal per second.

Bit: Binary Digit. The smallest component of computerized data, a single digit number in base-2, (either a 1 or a zero).

Bounce: E-mail is just like a check. When it does not go through, it bounces!

BPS: Bits Per Second. The standard measure of transmission speed through a modem.

BTW: Online speak for **By the Way**.

Byte: A set of bits that represent a single character. Generally there are eight or ten bits to a byte.

Download: Importing files from one computer by connecting to another.

FAQ: Frequently Asked Questions. Documents that list and answer the most common questions on a particular subject. There are thousands of FAQs on topics as different as personal finances and ostrich breeding. FAQs are generally written by people tired of answering the same question over and over.

Freeware: Free software! You can get tons of it on the Internet. You can use it and distribute it, but you cannot modify it because the author usually retains the rights to it.

HTTP: HyperText Transport Protocol. Ever wonder why many e-mail addresses begin with "http"? HTTP is the way hypertext files move across the Internet. It requires a HTTP

client program on one end and an HTTP server program on the other. It's the most important protocol used on the World Wide Web.

Modem: Modulator, Demodulator. A device connected to a computer and a phone line. The modem allows the computer to talk to other computers through the phone system.

Network: When two or more computers are connected and sharing resources.

Nickname: An easy way to remember an e-mail address. Also referred to as an alias.

Password: A (usually secret) code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as *MMC1*. A good password might be *good9-7*. Also, to keep your password secure, it's best not to use words that might be easily associated with you, such as your middle name or your child's name.

BTW, these definitions represent only a few "**bytes**" of the vast array of resources available on the Internet. Future issues of *What's Happening* will contain more helpful definitions. The complete "Glossary of Internet Terms", from Internet Advertising Southwest, may be found at <http://IASW.com/glossary.html>.

For the love of Mary.

And Peter and Cathy and Bill and
Denise and Alex and Jim and
Leslie and Barbara and Steve and
Chris and Judy and Paul and Teddie
and Nancy and Wendi and Marcus
and Julia.

Maine Medical Center Employee, Friends, & Family Blood Drive

Friday, September 20
0900 -- 1500 hours

Dana Center Classrooms 7 & 9

For more information or to sign up,
contact Human Resources, x2107.

Please, give blood.

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.

"I Can Cope" program scheduled

"I Can Cope" is a free education and support program for people with cancer and their relatives and friends. Weekly sessions are taught by physicians, nurses, social workers, and other professionals.

This program is offered every Fall, Winter, and Spring. The next session will be held from September 25 through November 13.

To obtain additional information or a registration brochure, call or write the MMC Social Work Department, 22 Bramhall Street, Portland, ME 04102, 871-2261.

Third Annual Healthcare Unit Dance
to Benefit United Way
featuring Tony Boffa!

Friday, September 27
1900-2400 hours
Holiday Inn by the Bay

Dancing -- Hors d'oeuvres
Reserve a table for 8 or
purchase individual tickets!

For tickets, call Izzy Higgins or
Meredith Elcome, x2266.

Volunteers needed for study

Adult volunteers, aged 35 and older, with Type II diabetes, are needed for a year-long aquatic aerobic exercise study to be conducted by the Diabetes Center. Volunteers will participate in 45-minute supervised exercise sessions, three times per week.

The study will take place in the pool at Orthopedic Associates on Congress Street. Different time slots will be available to accommodate a variety of schedules. The study will examine the effects of long-term, low-intensity exercise on blood sugar control and cardiac risk factors.

There is a limited amount of grant money available to help offset the cost of using the pool. The cost to participants will be \$50 per month.

For more information, or to participate, contact Rachel, Cindy, or Mary at the Diabetes Center, x2747.

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tion subsidiaries, where he will act as a liaison to Human Resources functions and personnel.

Pierce will work with other members of the Human Resources staff to define issues, set priorities, and gather employee input to address these critical issues. He may be reached at x6202 after October 15th.

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

1983 Cris Craft 315 Commander Twin 340 Merc Cruisers, both engines rebuilt, no hours, new Bimini and enclosure, many extras, \$35,000. New electric power lawn mower and power cord, used twice, \$100. Call 967-2538.

1995 Nissan Maxima SE. Emerald black, exc. cond. 29 K miles. Power everything. 6 CD, phone. \$18,000 or BO. Call 236-4162.

Breakwater condo, 1 BR, 7th floor. All appliances, dining area w/LR, W/D in building. Parking, 24 hour security. Walk to beach, view of Portland skyline. \$62,500. Call 846-0013.

1988 Honda Prelude SI, automatic, A/C, sunroof, PW. Exc. cond. Great in snow. \$5,000 or BO. Call 839-5508.

3-cushion floral couch, 88" long, exc. cond. \$275 or BO. Glass round coffee table, wood base, exc. cond. 45" diameter. Like new. \$150 or BO. Call 781-3954.

Drafting table, \$48. Professional artist paints and supplies, also picture framing hardware. BO. Curling iron, massager, and director chair, BO. Call 839-2249.

White 1986 Olds Sierra sedan. Auto., power doors, power windows, leather inside, 87 K miles. Runs well. A/C, AM/FM stereo/cassette. \$1,000 or BO. Call 879-8951.

The luxury cruise ship, Queen Elizabeth II, will anchor in Portland's outer harbor 10/5. View the ship up close aboard 41' sailing vessel *Magic*. 1 1/2 hour trips \$15. Licensed captain. Reservations req. Call pager 759-7689.

1988 Chevy Silverado full-size Blazer. Fully loaded, 122 K miles. Good cond. 7 1/2' Fisher plow. \$7,000. Call 883-6493.

1990 Honda Civic EX. 4 DR, 5 speed, 80K miles, A/C, power windows and locks, cruise control, AM/FM cassette. \$5,995 or BO. Call 767-3317.

FOR RENT

Home in Pleasant Hill area of Scarborough. 3 BR, 2 bath, DR, office or FR. Fireplace in LR and wood stove in basement. Stove, refrig., W/D hook-up. Wooded 1/2 acre with in-ground pool. Pets okay. \$1,100/mo. + utils. Call 883-6415.

Breakwater condo, 1 BR, 7th floor. All appliances, dining area w/LR, W/D in building. Parking, 24 hour security. Walk to beach, view of Portland skyline. \$625/mo. Call 846-0013.

2 BR, 1st floor, LR, DR, K, yard, basement storage, W/D hook-up. \$600/mo. + utils. and sec. dep. Call 878-7901.

Cape Elizabeth, furnished, ocean front property, private beach. \$1,100. Call 772-1221.

Cape Elizabeth, 2 BR and office. Ranch w/basement. Call 772-1221.

Cumberland, 3 BR, 2 1/2 bath colonial on 6 acres. Furnished. \$1,850/mo. includes bi-weekly housekeeping service. Sec. dep., refs. req. Call 829-4479.

House near USM, MMC. Furnished, 3 BR, 2 1/2 baths, lg. FR/guest room. Nice neighborhood, deadend street, hwd floors, fireplace, oil heat. Avail. late 12/96-6/97. \$900/mo.

The deadlines for
announcement-length items
and **MARKETPLACE** are
Oct. 2 for the Oct. 16 issue
and

Oct. 16 for the Oct. 30 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.

+ utils. Rent negot. for families. Call 780-4240 or 773-8417.

ROOMMATE WANTED

M/F to share Higgins Beach home. Furnished, wood, oil heat, ocean views. N/S, no pets. Privacy, owner travels. Avail. 10/1-6/1/97. \$350/mo. + 1/2 utils. Call 883-0987.

Furnished BR in 2 BR condo near Baxter Boulevard for F, N/S. Parking. No pets. \$250/mo. incl. utils. Call 772-2483.

To share turn-of-the-century rowhouse in Portland's West End w/N/S. Hardwood floors, high ceilings. Your own private floor and full bath. \$500/mo. includes all utils., cable, and parking. Call 780-6390.

To share 3 BR, 2 bath carriage house apt. Deck and parking. \$375/mo. incl. heat. Call 874-1946.

CHILD CARE

Child care avail. for infancy through school age. Located off route 302 in South Casco. Call 655-3945.

WANTED

2 BR (or 1 BR with office space) apt. Prefer 2nd floor, laundry on premises, off street parking, porch or deck. Needed 10/1. Call 761-7937.

Medical, legal, or other typing jobs. Call 883-4232.

Homes to clean. Weekly, monthly, or fall cleanings. Call 772-5894 or 892-3706.

Do you miss your photos?

You can be reunited with your
Employee Photo Contest entries
by coming to the
Public Information Department
between 0830 and 1600 hours, Monday
through Friday.
We'll even let you take them home!

What's Happening at MMC

- Sept. 16 *Healthviews*, "Healthy Grieving". All week. See p.3.
Sept. 19 Sandy Goldman, PhD, Genetics Institute. Biomedical conference, MMCRI, 1500 hours.
Sept. 21 MCCC statewide WALK. Call x6274 for information.
Sept. 25 "I Can Cope" sessions begin. See p.6.
Sept. 27 United Way Benefit, 1900-2400 hours. See p.6.
Oct. 2 Harvey Rinder, MD, Yale University School of Medicine. Biomedical conference, MMCRI, 1500 hours. See p.3.
Oct. 15 *Playing it Safe*, Healthy for Life call-in program, News-Channel 13, 2000-2100 hours. To volunteer, see p.4.
Oct. 24 Physical Therapy Information Sharing, 1830 hours. See p.6.

Advances in Acute Renal Failure: New Insights into Pathophysiology and Treatment

October 4-6

This program is intended to provide physicians, fellows, residents, nurses, dietitians, social workers, and other clinicians with an updated perspective on the causes, consequences, ethical aspects, and management of acute renal failure.

Please register now as conference attendance is limited to 200. The conference takes place at the Shawmut Ocean Resort and Conference Center in Kennebunkport.

For registration information, contact the National Kidney Foundation of Maine, 772-7270.

About People

• Rosemary Munson, Administrative Assistant, Pediatrics, served as a faculty member and on the national planning committee for the Fourth Annual Pediatric Residency Program Coordinators Workshop, held August 22-24 in San Diego, California.

Munson presented "An Activities Time Line" and "Issues Relating to Small Programs", which described many innovations implemented in the Pediatric Residency program at Maine Medical Center.

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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.

There will be a memorial
service for

Alice Cirillo, RN

Thursday, October 3

1430-1530 hours

Dana Center Auditorium

NEW EMPLOYEES

ENGINEERING: Stanley Fairservice

FAMILY PRACTICE: Jacquelyn Cawley

HUMAN RESOURCES: Gregory Smith

MMCRI: Andrea Siewers

MEDICAL RECORD SERVICES: Ann Smith

NURSING: Laurie Abbott, Jennifer Clark, Patricia Elgee, Christina Poole, Stacy Rendall, Danyelle Rolfe, Lori Shaw, Tammy-Jo Walker

PHARMACY: Tanja Fecteau

PSYCHIATRY: Judith Day

SURGERY: June Trambly

A question to get you thinking

Who's your hero?

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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