What's Happening

a newsletter for the employees of Maine Medical Center

August 9, 1995

Vol. 26, No.16

MMC and partners offer new HMO

In a dramatic illustration of the changing face of healthcare, the Maine Medical Center Physician Hospital Organization and Blue Cross and Blue Shield of Maine have entered into an agreement to jointly develop and market a nonprofit managed care plan for the Greater Portland area. The agreement marks the first time that a Maine hospital and community physician organizations have joined forces with an insurer to develop a local healthcare plan.

The new plan is called *Partners HealthCare*, and is the same plan (then called "Health Partners") offered to MMC and Blue Cross employees last April. It will be available to area businesses by October 1.

The MMC Physician Hospital Organization is a partnership between the Portland Community Physicians Organization and Maine Medical Center. As a result of the merger between Maine Medical Center and Brighton Medical Center, physicians from the Brighton Physician Network will also become part of this collaboration in October.

The initial response to this new plan from MMC and Blue Cross employees was extremely positive, with approximately 680 members under Blue Cross and 1360 members under Maine Medical Center switching from their current plan into the new program. The new members were attracted by a combination of the preventive benefits, the high-quality physician network, and the pricing.

The agreement gives the MMC Physician Hospital Organization and Blue Cross joint accountability for the quality and cost-effectiveness of patient care in both inpatient and outpatient settings. The ability to effectively manage a substantial percentage of the plan's healthcare means that premiums for the plan will be highly competitive.

"We are extremely pleased to be able to join with the MMC Physician Hospital Organization in offering Partners HealthCare," said Andrew W. "Mickey" Greene, president and chief executive officer of Blue Cross and Blue Shield of Maine. "The prestige of the Maine Medical Center, together with the acknowledged excellence of a select group of physicians at providing high-quality care, will give this managed care program a very solid foundation."

Before entering into the agreement, the partners jointly evaluated the plan by conducting patient satisfaction surveys, evaluating the results of on-site reviews of doctors' offices, and profiling individual doctors' quality of care and financial indicators.

"The doctor-patient relationship is at the heart of healthcare," said Roger Pezzuti, MD, president of the MMC Physician Hospital Organization, "and our organization is built on that premise. We believe that physicians and hospitals know healthcare and patient management best, and that Blue Cross can provide the managed care and marketing expertise that completes the picture."

Donald McDowell, president and chief executive officer of Maine Medical Center, agreed. "Maine Medical Center and its parent, the Maine Medical Center Foundation, are committed to providing comprehensive, high-MANAGED CARE, SEE P.3

Take a walk for MCCP

On Saturday, September 23, people from Portland, Dexter, Lewiston/Auburn, Rockland, and Waterville will be taking a walk to support the Maine Children's Cancer Program. The 10 kilometer walk, sponsored by Dexter Shoe Factory Outlets and Critical CareSystems, is open to people of all ages.

The walk will start at 1000 with registration at 0900. Walkers will gather contributions, and monies should be brought to the registration area on the day of the walk.

T-shirts will be given to the first 200 registrants at each walk site, a mid-point rest site and post-walk refreshments will be provided, and a vehicle will be available for weary walkers.

The Maine Children's Cancer Program was developed to provide a comprehensive childhood cancer treatment center within the state, and their objective is to cure children while supporting the entire family through its crisis.

For more information on the 10 K walk or the Maine Children's Cancer Program, contact Sue Hall at x6274.

Mountain magic escape

The Eagle Mountain House in Jackson, New Hampshire is offering an "Escape Package Special" to Maine Medical Center employees.

The package includes overnight accommodations, one nine-hole round of golf on a 32 par course with views of the White Mountains from each hole, and breakfast for two.

Also included are use of the health club, jacuzzi, and tennis, volleyball, and badminton courts.

Package prices are \$79 per couple Sunday through Thursday, and \$99 Friday and Saturday. This offer expires on September 15.

To make reservations call 1-800-966-5779 and mention the corporate discount package. For directions or more information call the Public Information Office at x2196.

R4 picnic for patients

The Sixth Annual R-4 Barbeque was held on Wednesday, July 19, in the Maine Medical Center courtyard.

Over 75 patients, family members, and staff were treated to food and entertainment. The annual event is made possible through sponsorship from the Friends of Maine Medical Center, and the assistance of the Food and Nutrition Services Department.

"Having the barbeque gives the Food Service Department an opportunity to provide the long-term patients with a variety in their menu," notes Mary Keysor, Director of Food and Nutrition Services, "as well as combining that experience with some socialization."

Entertainment was provided by the musical group Shadow Play, Greg Dwyer, a clown/ juggler, and five year old violinist Shayna Gobea. (Shayna's mother, Judy Snyder-Gobea is a social worker on R4.)

Damien Allen, who was a patient on R4, and his parents Larry and Tina are the members of Shadow Play.



Patients, staff, and family members enjoyed good food, and good entertainment at the Sixth Annual R 4 Barbecue. A/V Photo.

American Heart Walk

0900 Sunday, September 24 Call Elaine Ricci, RN, at 879-8224 or Ann Hall, at 871-2661 for more information.

MANAGED CARE, FROM P.1

quality and cost-efficient care. In partnership with local physicians, we can offer an unparalleled depth and breadth of services.

"By joining with Blue Cross to offer Partners HealthCare," he says, "we have a complete package. Maine Medical, Blue Cross and local physicians have a long history together in Maine, and we already understand the challenges of providing care to our communities. We're local providers working with a local managed care company to offer quality care at a reasonable price.

"I'm especially proud that one of the cornerstones of the new plan is the expertise of Maine Medical Center employees and the services they offer. Together with our physician colleagues, we offer an unparalleled depth and breadth of services. And we offer them with care and compassion, which is what we're promising customers of Partners HealthCare."

The roles of the partners within the relationship are clearly defined:

• The physicians, while continuing their key role of emphasizing the patient-doctor relationship and providing high quality patient care, will become active participants in improving the quality and resource management of the healthcare system.

• Maine Medical Center, the largest tertiary care hospital in the state, provides both routine and complex care, as well as unique prevention and management services. These include the MMC Diabetes Center and the Center for Lipids and Cardiovascular Health, which offer high-quality, cost-effective consultation and management assistance to primary care physicians.

• Blue Cross brings its expertise in managed care, benefits administration and marketing to the collaboration. It will also be responsible for providing members with its nationally recognized excellence in customer service.

The financial incentives within this arrangement are designed to give providers greater autonomy in determining how healthcare dollars are distributed among inpatient, outpatient, primary care and specialist care and will have a long-range effect on stabilizing healthcare costs for employers and employees choosing Partners HealthCare.

Keeping pace in Portland

The Portland Public Health Department recently launched a program to improve the health of Portland residents. *Portland Pacers*, part of the summer celebration of Congress Square sponsored by Maine Arts, is a noncompetitive walking program that begins and ends in Congress Square.

Coordinated by the Portland Public Health and Recreation Departments, YMCA, YWCA, the Bay Club, and Lifeline, this free program offers an opportunity for people of all ages to choose one of several distances for their walk, and move at their own pace. Walk options will be available Monday - Friday between 0600 and 1000.

"Our goal," according to Heidi Brewer, program administrator, "is to accommodate all levels of walkers by offering a variety of walk lengths, and in this way improve the cardiovascular health of Portland's residents. We encourage everyone to get up, get moving, and get healthy."

For more information about the Portland Pacers, contact Heidi Brewer at 874-8784.

Outreach Education Council for Critical Care

presents a workshop for nurses Respiratory Care A Clinical Spectrum

> Friday, September 15 and Friday, September 29

Maine Medical Center Dana Health Education Center For a brochure, or to register, call 871-2290

Children's Choir being formed

The Medical Center Singers (whose members are from both Maine Medical Center and Brighton Medical Center) are organizing a Children's Choir to sing at their annual Winter Concert on December 14, at 1900.

You do not need to be in the choir to have your child participate. The Children's Choir is open to all children of MMC or BMC employees who are between the ages of 8 and 12 years old.

Rehearsals for the Children's Choir will be held on Saturday mornings in the Dana Center beginning in September.

For more information on joining either the Medical Center Singers or the Children's Choir, please contact Deborah Vickers, Chorus Director, at 878-5591.

Inservice Speaker

Bonnie Glanville, of the Milestone Foundation will be at Maine Medical Center to talk about the Milestone Treatment Program.

Areas covered will be: Program Goals Philosophy Target Population Referral Process

This is a good opportunity for people to learn more about the alcohol treatment facility and ask questions.

Thursday, August 10 Dana Classroom 3 1200 - 1300

Hats off to you

Departments of Maine Medical Center's Oncology Program recently received a donation of 50 cap/visors for patients who have experienced hair loss due to cancer treatment.

Created by Ann Horton of South Portland and Barb Williams of Yarmouth, these versatile head coverings can be converted from a cap to a visor.

Made of colorfully patterned cotton, with a neoprene visor, they are lightweight, cool, and comfortable.

Horton and Williams, who are sisters, make and sell these caps. "We had some extra material and time, and thought that patients may find these useful," said Horton.

Marylou Nesbitt, RN, MS, OCN, Oncology Clinical Nurse Specialist, was on hand to receive the donation.

"This was a wonderful thing for these ladies to do," said Nesbitt, "not only will our patients appreciate this, but we all gain from this demonstration of caring and generosity."

The head coverings have already begun to be distributed to departments in the Oncology Program.



Marylou Nesbitt, RN, MS, OCN, second from left, is shown receiving a donation of head coverings for departments in the Oncology Program. From left Ann Horton, Sydney Williams, and Barb Williams. A/V photo.



Friends (and family) gathered to wish Beverly Cookson well at her retirement coffee. Cookson, center, retired after 27 years at MMC. Joining Bev are Gloria Nichols, retired cafeteria supervisor, and Peg Cooper, Administrative Secretary, Food and Nutrition Services. Interesting note: These three ladies are all sisters. A/V Photo.

Quality on Parade

The theme for the 1995 CPQI Fair is "Quality on Parade." The Fair will operate Thursday and Friday, October 26 and 27. This will be an opportunity for departments to share and showcase their efforts to improve patient care.

This year teams from Maine Medical Center and Brighton Medical Center will be involved in staging this collaborative effort.

Any department or group wishing to participate should contact the CPQI office at x2009.

Lose it at work

The next session of the Maine Medical Center Weight Watchers at Work program will begin on Tuesday, August 29 at 1200. Classes are held in the Engineering Conference Room on the ground floor.

Payroll deduction is available fo the 10week session. You can sign up and apply for payroll deduction at the first meeting.

If you have questions about the program or payroll deduction, contact Martha Davoli at x2196.

Exercise, and step on it

The Enerjoy exercise program, with ACE certified instructor Liz Bradford, has added step aerobics.

Step aerobics is a low impact aerobic class that utilizes 4 - 8 inch benches to work your entire body. The variety in bench height makes this class adaptable to persons at all levels of fitness.

If you're looking for a fun and effective aerobic workout, this class may be for you! Steps will be provided for the first 15 participants.

Facts about Step Aerobics

• the Step burns 30% to 50% more fat than walking in less time, with a comparable amount of stress to the body

• the Step has the same energy expenditure as running at 7 miles per hour

• when combined with upper-body arm movements step training strengthens and conditions every major muscle group in the body

• Step allows both the beginner and the conditioned athlete to safely enjoy the benefits of exercise

• it's a convenient way to make fitness part of your routine

Come & try a free Step class on

Wednesday, August 16 from 1210-1250

Classes are held on Wednesdays and Fridays from 1210-1250 in the McGeachey Hall gym.

A new session starts Wednesday, September 6, 1995. The cost for an 8-week session is \$64.00, and payroll deduction is available. Drop-in price is \$5.00/class. For more information, contact Sue Spear at x4347.

MMC Gift Shop Summer Sale 50% Off Selected Items August 10 & 11 0830-1630 hours August 12 1100-1500 hours

A summer well spent

You've seen them around, the people in the red polo shirts, our Junior Volunteers. Once called "candy-stripers," with a mainly female population, now the opportunity to volunteer attracts many young men as well.

Junior Volunteer duties began in early July, and will end Friday, September 1. Persons being considered for the program must be between the ages of 14 and 17, and must be available a minimum of one day per week.

They generally receive one assignment for the morning and another for the afternoon. Junior Volunteers assist staff members in the Admitting Office, Ambulatory Surgical Unit, Anti-Boredom Cart, Audio Visual Resources, Book Cart, Cardiology, Central Service Division, Child Life Center, Coffee Shop, Flower Delivery, Emergency Department, Endocrinology, Flower Box, Gift Shop, Nursing Units, Pediatric Playroom, Pharmacy, Physical Therapy, Radiology, Social Work, and other areas as determined by hospital need.

We would like to thank the following Junior Volunteers for their dedication and service to Maine Medical Center.

Mark Adams, Naomi Anderson, Lovely Barcebal, Stephanie Bernath, Ethan Blanchette, Julie Bragdon, Beth Brogan, Andrea Cahill, Jo-Anne Caron, Marybeth Castle, Diana Clark, Laurie Conroy, Michelle Corbett, Erica Croxford, Maria D'Andrea, Bobbi DeVeau.

Sarah Doane, Dawn Dodge, Rebecca Donovan, Seanna Dyer, Jill Eastman, Lori Fearon, Jessie Findlay, Kevin Foote, Kelly Gordon, Mary Beth Gravelle, Angela Green, Gabrielle Haase, Trisha Harvey, Katie Havu, Stephannie Hawkes, Kate Hayes, Katie Higley.

Robin Jellis, Stacey Jensen, Robyn Kish, Emily Leavitt, Sarah Ledoux, Carrie Libby, Kristin Livingston, Melissa MacCarthy, Laura Maddock, Tami Mathew, Julie McCubrey, Carrie McGilvery, Katie McKenna, Rhianna Meadows, Merry Meehan, Amy Melanson, Stephanie Messer, Anne Moreau, Sarah Morin.

Ellen Morrison, Joshua Nakagawa,

Nondini Naqui, Nicole Niehoff, Kristen Parks, Kristi Pulkkinen, Sasha Randall, Amanda Roberts, Lisa Rodriquez, Tara Saindon, Casey Sanborn, Meredith Schoppee, Michelle Stone, Trisha Thompson, Jessica Toher, Leisha Weeman, Misty Weeman, Karyn Wogan, Amy Woods.

"The contribution these young people make is invaluable," said Dona Siatras, Volunteer Services Coordinator, "and we look forward each summer to their return. Many have come back several summers in a row, and we are delighted with the maturity and dedication they display. Additionally, they are a great deal of fun to have around."



Junior Volunteer Gabrielle Haase is shown here working in the Coffee Shop. Gabrielle was one of over 70 young men and women who volunteered their time this summer at MMC. A/V Photo.

What's for lunch in the Cafeteria?

Call K-A-F-E (x5233) to find out what's on the menu! You'll hear the soups, hot entrees, heart healthy and vegetarian choices, and grill offerings for the day.

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

1984 Toyota Tercel 5dr liftback. Good cond w/new tires. Only 77000 mi. \$2200 or BO. Call 878-3518 before 9pm.

Office chair w/ottoman, black, hydraulic lift mechanism, New \$400-sell \$100 or BO 773-3826.

IBM ThinkPad 750P Notebook 20 meg RAM, 340 meg HD, 14.4 fax/data modem, value new \$5500+ sell \$2250 or BO. Also many peripherals available call 773-3826 after 5pm.

'90 Audi 90, 56K, white/black leather w/all options. \$12,500 or BO tel. 772-1324.

Guitar-Acoustic Yamaha 330r II, exc cond \$200. 729-7591.

Kenmore Heavy Duty Ultra Fabric Care Dryer 4 yo light use \$150. Toro 521 snowblower seldom used \$900 new, \$400. Kurtzman upright piano re-conditioned \$400 or BO. Call 767-0622, leave message.

Word Processor-WP5500DS-Grammar Check, 14" monitor, Tetris game. 7 mo. old, exc cond \$275. Call 878-5587.

DP 14-3400 AirCiser exercise bicycle. Rarely used, exc cond. Asking \$125. Call 892-2725.

.70 ct Marquis diamond mounted on wide band. Diamond anniversary band .5ct TW pd \$4000 for both will sell for \$1500 for both or separately. Call 871-5641.

3 BR home 2mi from MMC. Fenced-in yard w/pool & deck. Price reduced to \$108,000. No brokers. Call 773-5078.

Sharp Portable AM-FM radio single cassette & CD player. Great shape \$85. 642-3338.

Sega game gear w/5 games, carrying case, AC adapter, 3 hr. battery pack, magnifying screen \$350 or BO. 642-2282.

Garage Sale - Aug. 12-13 Hall Rd. Windham. 1st house on left across from Seavey's Appliance after the rotary Rt. 302.

Weider MultiGym weight machine w/StairMaster. Like new \$200 or BO. Call 885-0454.

Sega Genesis w/4 games 6 mo old, \$100, Nikon EM 35mm w/28mm +80-200mm zoom lenses & Vivitar flash \$200 or BO. GE Cellular bag phone w/battery and DC cord \$25, Pentax 30-60mm 200m camera w/case \$40. Call 775-1627.

Women's Panasonic 10-speed bike alum. frame \$40, Childcraft oak day bed/crib \$250, Complete party packages available to personalize your child's birthday with their favorite theme. We do invitations, thank-you cards, mobile, and a large illustration. For more information and samples of our work, Call 846-9216.

1988 full size Bronco 4WD.XLT 2-tone blue. Ziebarted. Luggage rack, new muffler, Monroe shocks, well maintained. About 3000 mi remain factory engine, 95K total. \$8500. 871-5431 voice mail.

1990 Encyclopaedia \$150. Television \$100. Wicker loveseat \$50. New porch swing \$60. 4ft. boxspring & mattress \$100. Small rolltop desk \$100. Pet carriers 9.50 x 16.5". Tires on rims x(4) \$200 exc cond. Call 799-8623.

Kenmore 15.8 cu deep chest freezer, like new \$200. 10 gal fish tank w/lighted hood, heater, filter \$25. Med. size pet carrier (never used), Coleman cooler (never used) ea. \$7.50. Pt. & 1/2 pt. canning jars \$1/case. 865-4029.

1989 GMC S15, small bed w/liner, 5 speed tow bar, phone

set-up, \$2900 or BO. 442-8255.

Boat, motor, trailer. '72 Glasstron tri-hull 18', '74 mcy 80hp motor, like new trailer asking \$3000. Call 874-2305.

Homemade maple syrup from Carthage, ME area \$8.50/qt. Call 871-0774.

FOR RENT

Sept-June cape, 1 block from ocean in a cove, pvt. beach, tennis courts. 2BR, 1 1/2 baths. Fireplace, LR, DR, den, updated K w/DW, Laundry, garage. Furnished \$850/mo. 799-0283 weekends, 617-891-1777 weekdays.

2 BR apt 5 min from MMC, HW floors, garage, owner occupied SP. Oil heat, \$550/mo.++ 775-4088.

Guest house in country 11 mi. from MMC. BR, LR, K. Franklin stove w/elec heat back-up \$450/mo. 892-6085.

Waterfront house in So. Portland on Portland Harbor. 2/3 BR + 2 baths \$1200/mo. 846-4458.

Unfurnished 1 BR apt. 2nd fl. of 3 unit, owner occupied bldg. \$500/mo. inc. heat, back deck, off-st. parking. No dogs. Near MMC. Call 773-4401.

WestGate - 1325 Congress St. 3 BR cape, DR, LR, K & finished BSMT inc. 2 car garage & W/D. N/S only, no pets. \$900/mo. + util. + sec. dep. 934-5241 after 5PM.

2BR apt. marble bath, saltillo tile K, water vus. Parking & util. inc. \$900/mo. Lease + sec. dep. Call 883-3335.

Private sandy beach, 2 ac. lot, 4BR, 2 baths, FR/cathedral ceiling opens to K, 28x28 LR, 2 car garage, pets OK. \$1800/ mo. furnished, 18/mo. lease preferred. 892-9849.

2 BR Bethel area condo. Hiking, mtn. biking at Sunday River, canoeing, swimming, outdoor olympic pool, laundry, lg.K low summer/fall rates. 767-4622 or 767-5391.

6 BR oceanfront cottage, Friendship, Me. 1-1/2 baths, fireplace; completely furnished. Har Tru tennis court avail. Avail wk 8/26 and mo. Sept. 799-4604 or 767-5391.

Oceanfront cottage at Higgins Beach. Newly renovated 2 BR, 2 baths, balcony, completely furnished \$850/mo. + util. N/S, no pets. 883-2845.

ROOMMATE WANTED

F to share Northgate Condo. No pets. \$300 + util., sec. dep. 1-800-432-1592 x 291 M-F 9-5pm.

F to share SP apt. \$350/mo. parking inc. 10 mo. lease. Call 799-4838.

F, N/S to share house w/F. Within walking distance BMC. Sunporch, fireplace, parking, W/D, no pets. \$350 inc. heat + util. 761-5660 evenings.

Share 1st fl. apt. in Falmouth. Convenient loc. W/D, pets OK. \$300/mo. + utils., sec. dep. 781-4147.

CHILD CARE

Wanted in MMC vicinity for expected 6 wk. old in Jan. 1996; licensing and references required. Call 756-6025.

For ages 2 and up in North Deering call 878-3900.

Will care for preschool or toddler age, for full time parents. M-F in my Portland home near MMC. Exc. ref. + exp. Call before 12:00 or after 4:00pm. 780-6774.

What's Happening at MMC

- Aug. 10 Bonnie Glanville, Milestone Foundation 1200-1300 hours.
- Aug. 12 MMC Day at Funtown USA
- Aug. 22 *Lunch 'N Learn*, **CPQI Summer Series:** "Understanding/ Using/Communication Patient Survey Results." Dana Classroom 4, 1200-1300 hours. For more information, please call x2009.
- Aug. 29 Weight Watchers at Work, 10-week sessipon begins
- Sept. 13 Healthy for Life, Immunization Broadcast

Sept. 15 Respiratory Care: A Clinical Spectrum

- Sept. 16 Employee Activity Boston Bus Trip
- Sept. 19 Respiratory Care: A Clinical Spectrum
- Sept. 23 MCCP Annual 10K Walk. Call x6274 for information.
- Oct. 26 Quality Fair, "Quality on Parade"
- Oct. 27 Quality Fair, "Quality on Parade"

Help out

Healthy for Life

Volunteers are needed to answer phones Wednesday, September 13, from 1700 to 2200 hours, during MMC's call-in program, *Healthy for Life*. Hosted by Kim Block, NewsChannel 13 Anchor/HealthWatch Reporter, *Healthy for Life*, is co-sponsored by NewsChannel 13 and Hannaford Bros. The call-in show will be the culmination of a NewsChannel 13 news series on immunization.

You'll help out at the TalkAmerica office in Portland by answering calls from viewers requesting information on immunization.

To volunteer, call Public Information, x2196.

About People

The following NICU staff nurses have passed the National Neonatal Intensive Care certification exam. Penny Allegretta, RNC, Debra Drew, RNC, Roxanne Govia, RNC, and Shiela Graydon, RNC.

g/ of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark. **NEW EMPLOYEES** ANESTHESIA: Andrew W. Bisson

CARDIOLOGY: David J. Haag

CENTRAL SUPPLY DISTRIBUTION: Ryan J. Cote, Jason W. Hurder

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