

What's Happening

a newsletter for the employees of Maine Medical Center

February 22, 1995

Vol. 26, No. 4

Change means a move for patients, staff

When you move to a new home, you pack up and notify the electric company, the postal service, and the water district. When a nursing unit moves, there's a little more involved in making a successful, smooth transition!

Last summer, the bed capacity and staffing of several nursing units were studied in connection with the decrease in the number of days patients stay in the hospital. This study included a review of patient data, discussions with key stakeholders, and the services of a consultant who gathered information and assessed options with Nursing Services.

As a result, it was decided that P1C would close and nephrology patients would now be cared for on R5 along with urology patients. Neurology and neurosurgery patients would be cared for on R6 instead of R5; orthopedic patients would remain on R6.

Moving day was set for October 10, 1994. After breakfast, staff began moving patients to their new units and by early afternoon, everyone was settled. "We made sure beds were available for patients to move to, additional staff were scheduled to help, and Environmental Services staff cleaned rooms so patients could move in," says Kathy Viger, RN, Clinical Director.

"Staff have been fantastic throughout the move," she continues. "They've had to learn some new skills and some have had to move to a new unit along with the patients. P1C was a small unit, so its staff had to adjust to a unit with a higher census and a greater number of

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Some of nation's best specialists are at MMC

Some of Maine Medical Center's physicians are listed among the best in the country. They can be found in *The Best Doctors in America*, a directory of physicians compiled by two authors who asked interns and residents at major medical centers around the country to nominate the physicians at their centers who were generally known to be the "best" at caring for patients.

Using this list, the authors called each doctor named and asked "If you had a close friend or loved one who needed a cardiovascular surgeon, for example, and you couldn't perform the operation yourself, to whom would you refer them?" All of the nominations were put into a data bank and the doctors were asked to vote on the others in his or her area of expertise.

The result of this survey is a list of 7,200 doctors nationwide in more than 350 specialties -- just over two percent of the nation's 350,000 practicing physicians.

Among this august group are ten of MMC's own. They are: Larry G. Anderson, MD, General Rheumatology; Peter W. Bates, MD, Chief, Pulmonary Medicine, General Pulmonary and Critical Care; Douglas W. Brown, MD, Sports Medicine / Arthroscopy; Paul M. Cox, Jr., MD, Associate Vice President for Medical Quality, formerly Chief, Critical Care Medicine, Pulmonary & Critical Care Medicine; Thomas J. Ervin, MD, Medical Oncology / Hematology, Head and Neck Cancer; Walter B. Goldfarb, MD, Endocrine Surgery; William R. McFarlane,

BEST, SEE P.4

MMC talent will be "On Broadway"

Can you sing? dance? juggle? tell stories? make people laugh? If you can, we need you! On Wednesday, May 3, the Secretarial Forum will host the fifth annual hospital-wide talent show. The theme, "On Broadway", is reminiscent not only of the great Broadway shows, but of the spectacular talent of Maine Medical Center employees. This is your chance to shine!

We seek the talented from all areas of the hospital, so whether you are a medical student, resident, secretary, nurse, or CEO, we want you to be a part of the fun!

Don't really think you have what it takes to get up on stage, but you'd really like to be a part of the show? We need you, too! This year's Mistress of Ceremonies, Terry Lynn McGarvey, guarantees you will enjoy yourself or your admission price will be cheerfully refunded. (By the way, tickets are free!)

In the spirit of all good theatre and variety show performances, we must know who to list in the program, so if you are interested (even mildly at this point), please contact Sally Nason, x2869, or Terry Lynn McGarvey, x2196. Don't miss out on the fun!

The Night Thing proudly presents
MMC's first all-night workshop!

Sleep Deprivation

2300 Hours, March 14
to 0730 Hours, March 15
Dana Classroom 2

Sleep is as vital as food and air.
Learn how sleep and sleep
deprivation affect you as
a caregiver, a parent, and a driver.
Issues of nutrition and sleep
pharmacology will be explored.

Pre-register by voice mail, 6998-
1361, or call with questions.

It's Open House at the Gateway!

The Patient Accounts and Data Management Departments cordially invite you to attend an Open House at the Gateway Condominiums Thursday, March 9, from 1400 to 1630 hours. Take the shuttle from the Admitting entrance at MMC for the short ride to the complex. The shuttle will offer continuous round trip service that afternoon from 1345 hours. Come and join us in celebration of our new surroundings!

"Going down the road to Mexico"

Employee Appreciation Week 1995

Take a break from winter in the North and head South! "Going Down the Road to Mexico" is this year's theme for Employee Appreciation Week, February 27 through March 5.

Spend your bonus "pesos" in MMC's Cantina where you'll find daily South-of-the-Border selections to choose from, as well as heart healthy options. You'll receive your pesos with your paycheck before Employee Appreciation Week; you can use them in the Cantina February 27 through March 12.

Mexican tunes on the juke box will get you in the mood for the Chili Challenge. Dare to take the challenge: the chili will keep getting hotter and spicier as the week goes by!

During the week, you may win a raffle prize from a local restaurant or merchant. All employees are automatically entered. Winning names will be posted outside the Cafeteria.

Show your appreciation for your co-workers by buying them Mexican "gold" coins. They'll be available outside the Cantina Monday through Friday during Employee Appreciation Week from 0730 to 0830, 1130 to 1300, and 1500 to 1600 while supplies last.

Head South and enjoy the sounds and flavors of Mexico!

Additional health insurance plan to be offered

An additional health insurance option will soon be offered to all eligible Maine Medical Center employees. "Health Partners" is a managed care plan encouraging individuals to form working relationships with a primary care physician and seek preventive care through that physician. This plan offers many features employees have been asking for.

Although the new Health Partners plan and the current Group Health plan are similar in many ways, there are many differences between the two. For example, some areas that differ are preventive care coverage, limitations on physician choices, and co-payments. In order to assist employees in deciding which plan, if any, is right for them, meetings will be held in the Dana Center during the month of March to explain the new insurance option. A payroll staffer will go out at a later date detailing the times and locations of these meetings.

During the period from March 6 through March 24, 1995, eligible employees will be able to enroll in the Health Partners plan. In addition, those employees who are *currently* participating in a Health Care Reimbursement Account (HCRA) for 1995 and enroll in the new Health Partners plan will also be allowed to change the amount of their HCRA deduction during this time.

All forms for Health Partners enrollment and HCRA changes must be returned to the Benefits Office by Friday March 24. All enrollments and changes will be effective May 1, 1995. Plan to attend one of the employee meetings for more information.

MOVE, FROM P.1

same day admits, which they weren't used to."

Kim Thomstad, RN, Clinical Director, looked at how staffing on the units would change and how people would choose where to go once the move occurred. "We tried to be available to P1C, R5, and R6 staff to answer questions and concerns. Informational meet-

ings were scheduled regularly so that people could ask questions and talk about the move and we tried to tell people as quickly as possible what was going to happen."

In deciding which staff would move to which unit, satisfactory performance, seniority, and preference were key factors. "Staff ranked their three choices of which unit they would like to move to," Viger says. "Most ended up with their first or second choice. Some moved to different units entirely. Although some staff may have had to change their schedules, no one was laid off and no one lost hours. Some CNAs and nursing unit secretaries from each of the three units were already cross-trained which was helpful. The float pool was great in implementing staffing to cover vacations that were scheduled before planning for the move took place."

Sue Goran, RN, Nursing Resources Staff Development Specialist, had five weeks to help staff prepare for the challenges they'd face after the move as they began to care for new patients. The staff on the three units involved had their own areas of expertise and would need to expand their knowledge base to prepare for the move and learn about the special skills they would need on their new units. "There was no time for the usual orientation period of four to six weeks with a one-to-one or one-to-two relationship," Goran says, "so instead we designed a program of self-directed learning. We wanted to provide a foundation with education as the first piece and experience as the second."

Seventeen "professional learning pathways" (PLPs) were identified. Goran worked with Assistant Head Nurses and level three staff from P1C, R5, and R6 to complete these self-instructional models to combine cognitive learning and bedside proficiency. Each of the pathways takes four hours to complete; the number of pathways each person needed to complete depended on the unit they came from and where they were going.

"The PLPs contained journal articles combined with thirty-minute teaching rounds

MOVE, SEE P.5

Eat well anytime, anywhere

Life in the '90s is moving at a very rapid pace. For many people, the beginning of a busy day comes when they get out of work. Individuals and families manage to crush an amazing number of activities including work, school, sports, and social events into a 24 hour period. Our bodies require adequate amounts of fuel, protein, vitamins, minerals, and fluid to "compete" effectively in the lifestyles of today. Is it possible to keep up with the pace without compromising our nutrition or that of our families?

National Nutrition Month, always in March, is just around the corner. The theme this year is "Discover Nutrition Anytime, Anywhere", and the Department of Food and Nutrition Services is gearing up for lots of fun and activities. For instance, how would you like to see your favorite healthy entree on the menu in the Cafeteria? Be on the lookout for the "Quick and Healthy" recipe contest. Details will be available at the Cafeteria entrance during the first week of March; the entry deadline will be March 8. Prizes will be awarded to finalists, so share a recipe with your peers!

Activities will also include a Lunch and Learn. On March 14, Pam Perkins, RD, and Gerry Goulet, Food Services Production Manager, will present a talk and food demonstration on nutrition tips for sports and exercise enthusiasts.

For those who have general nutrition questions, a nutrition hotline will be available on March 21, 22, and 23. Look for details on table tents in the Cafeteria.

A healthy diet helps to create a healthy workforce. Don't forget to fit good nutrition into your workday. MMC's Cafeteria has much to offer for those who have not packed a meal from home. In addition to the Heart Healthy entrees offered daily, you can also choose from the low fat meat and cheese selections at the deli or the daily pasta menu which always offers a low fat sauce option. One can also make a very well-balanced meal at the salad, soup, and bread bar. If you have questions about the calorie and fat content of foods sold in the Cafe, check out the Nutrition Directory for the MMC Cafeteria. It should be able to answer many of your questions.

Enjoy Nutrition Month! Wherever you are and whenever you eat, eat well, stay healthy!

*Outreach Education Council
for Critical Care*

presents a workshop for nurses

***Critical Care, Acute Care & Home:
Optimizing the Continuum***

Friday, March 17

Maine Medical Center
Dana Health Education Center

For a brochure or to register,
call x2290.

Correction

A note appeared in the February 8 issue of *What's Happening* thanking the staff of CICU, R7, Anesthesiology, OR, PACU, SCU 4, Doctors Shaw, Edgar, and Katz, and all others concerned for the care they provided to Viola Carr while she was a patient at MMC. Unfortunately, Mrs. Carr's name was incorrectly listed. We apologize to the family of Viola Carr for this oversight.

BEST, FROM P.1

MD, Psychiatry, Schizophrenia; Paulding Phelps, MD, General Rheumatology; Joseph E.V. Rubin, MD, General Psychiatry; and Raymond R. White, MD, Orthopedic Surgery, Trauma.

MOVE, FROM P.3

taught by unit staff with experience," Goran says. "People could read and study and ask questions and learn from those with the expertise. In addition, there were skills labs where staff had an opportunity to play with and learn about equipment, especially for orthopedics.

"When mixing specialties, staff need time for experience building," she continues. "This plan is meant to be a foundation. It's reasonable to expect that it will take six months to a year for nurses of cross specialties to gain expertise in an area. It's important that time be allowed for this learning to occur." Goran is pleased that these PLPs can now be used for orientees or nurses transferring from other units to R5 or R6.

As moving day approached, P1C Head Nurse Judy Aiken, RN, and her staff began to prepare patients. Many nephrology patients are admitted frequently and knew the staff and the unit quite well. "They were accustomed to the unit and had to think about getting to know a new one. Patients who were new to us weren't as concerned," Aiken says. "We went from a seventeen bed unit on P1C to R5, which has 44 beds. The unit assimilated staff from three areas; we're still all getting to know each other! As everyone gets comfortable caring for patients outside of their previous area of expertise, and as time goes by, the adjustment gets easier." Aiken is now head nurse on R5.

R6 Head Nurse Deb Nowak, RN, would agree with Aiken. "People were concerned about who they would work with and where they would be assigned, but now they seem very happy about being here. They're certainly much easier than they were before!"

For R6, the move went very well, Nowak says. "We didn't have many long-term patients which made it a little easier. It took two hours to move the neuro patients upstairs from R5. Everyone had a specific job to do either helping with the move or caring for patients already on R6 or as they arrived."

As the date of the move grew near, the units had to let other departments know what

was about to happen in order for day-to-day operations to continue to flow smoothly. They notified Accounting, MIS, Linen Services, Food Services, the Supply Room, the Pharmacy, and any others that provided services to P1C, R5, and R6 that patient populations would be shifting.

Aiken and Nowak agree that staff have had to give and take and work hard to adjust to their new patients, new colleagues, and new units. "There was fear at first that the other specialty would be harder to learn," Nowak says, "though everyone had respect for each other's specialty. They went through intensive teaching and learned from each other. Now they're experiencing hands-on learning at the bedside."

Smaller concerns included scheduling and other policy issues. "For example, because there were formerly three units, there were three different ways scheduling had been done," Aiken says. "For the first month, we held staff meetings weekly and now we do them every two weeks." On R5, leadership management group meetings are used to develop education for staff. Skills labs are being developed for staff and Aiken hopes to designate a nephrology care manager for each day to help manage patients' care. "We're using experienced staff to teach skills to nurses who haven't cared for nephrology patients before."

"There have been some beautiful vignettes of how staff have come together to support each other during tough times," Aiken says. "They've circled around during difficult circumstances and that's helped bring people together."

"The R6 staff has worked hard to become a team," Nowak says. "Now we're secure in our ability to confront and support each other. As things have come along, we've accomplished them, put them aside, and moved on."

"This is the largest change I've ever been through," she continues. "I hope never to have to do this again, but I've learned a lot along the way!"

Special thanks

Please accept our gratitude for helping to make our x-ray experience January 31 in Nuclear Medicine a pleasant one. We highly commend Doreen and Angela (we did not get their last names) for their sensitivity toward a handicapped child's needs.

Sincerely,
Patricia Irving and Nathan Cronk

Shape up on your lunch hour!

An eight-week series of ENERJOY freestyle aerobics classes begins soon!

Where: McGeachey Hall Gym

When: Friday, March 3, through Friday, April 14
Mon-Wed-Fri
1210--1250 hours

Cost: Three times a week: \$70
Two times a week: \$56
Payroll deduction is available if registered by February 27.

Instructor: Liz Bradford, ACE certified ENERJOY Health/Fitness Programs

To register: Call Sue Spear, x4347, Psychiatry Occupational Therapy.

The Flower Box will deliver flowers to locations in Greater Portland as a service to employees and volunteers.

Call x4707 for details!

Flying club to meet

MMC's Flying Club will meet Wednesday, March 1, at 1730 hours in Dana Classroom 5. If you are currently flying, interested in learning to fly, or just curious, you're welcome to attend. The meeting will feature a video on aircraft carrier flight operations. For more information, contact Joe Blinick, x4325, or Don Lewis, x2985.

Lenten series of meditations

Ash Wednesday, March 1

1200-1300 hours

Dana Classroom 2

Distribution of Ashes

Participants:

Chaplain Alex Cairns

Chaplain Paul Marquis

Chaplain Anne Monaghan

Lenten Meditations will take place in the MMC Chapel, located on the first floor of the Maine General Building, each Wednesday beginning March 8, from 1205 to 1225 hours.

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|----------|---|
| March 8 | Chaplain Audrey Delafield,
Liturgist
Chaplain Paul Marquis, Homilist |
| March 15 | Chaplain Nina Scribner, Liturgist
Chaplain Marvin Milbury, Homilist |
| March 22 | Chaplain Anne Monaghan, Liturgist
Chaplain Nina Scribner, Homilist |
| March 29 | Chaplain George Chappell, Liturgist
Chaplain Joe Daniels, Homilist |
| April 5 | Chaplain Marvin Milbury, Liturgist
The Rev. Ken Wish, Homilist
President, Protestant Hospital
Ministry Board |
| April 12 | Chaplain Paul Marquis, Liturgist
Chaplain Alex Cairns, Homilist |

Bike trek meeting planned

Last year, 19 people joined Team MMC for the American Lung Association's *Trek Across Maine: Sunday River to the Sea*. The bike trek doesn't take place until June 16 through 18, but you can start getting ready now.

Come to a Team meeting March 10, from 1200-1300 hours, in Dana Classroom 4, for training, nutrition, and other information, including details on team rides and training routines.

Questions? Contact Jeff Veilleux, Internal Audit, x4569.

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

Digital Equipment Corp. Rainbow 100+ personal computer. 40 MEG hard drive, color monitor, 2 5 1/2 " disk floppy drives, LA 75 printer, comes with software packages. \$200 or BO. Call 767-2119.

100% new Maine wool, 4 oz. worsted weight skeins. Natural and colors. Call 799-0944.

4' x 4' x 15 1/2" tv/stereo stand. Glass doors enclose stereo. Wooden doors for tape storage. Asking \$40. Call 878-8842.

1981 Olds Omega, new brakes, runs well. 93 K miles. \$450 or BO. Call 283-2483 after 6 PM.

Old Orchard, Ross Road, newly renovated house on 5 acres. Additional acreage avail. 3 BR, 2 full baths, LR, DR, K, Den and laundry. All new plumbing, well, pump and workshop with horse stalls. \$107,000. Call 773-2242.

Afghanistan wool on wool carpet, 6' x 10', red and black Bokara design. Purchased in Saudi Arabia. \$1,000. Call 775-4000 x515.

Full length mink coat, classic style, size 6, exc. cond. Stored in summer. \$1,100 or BO. Call 772-0963 after 6 PM.

Full bed with mattress. Good cond. \$100 or BO. Call 767-9757.

Black leather bomber jacket, never worn. \$50 firm. Call 761-2558.

FOR RENT

Antique Cape reproduction with spectacular views of Casco Bay islands and ocean. 3 BR, 2 1/2 baths, attached 2 car garage. \$1,875/mo. + sec. dep. Call 799-1501.

2 BR apt. near MMC, 3rd floor, parking, heat, and util. incl. \$125/wk. Sec. dep. and refs. req. Call 773-1588 after 10 AM.

3 BR, 2 bath, jacuzzi, finished basement, fireplace, garage, oil heat. Avail. until June 1. \$975/mo. Call 772-1221.

Williamsburg, VA, resort. Week of May 12-19, 2 BR apt., sleeps 6, Powhattan Plantation, full K, fireplace, W/D, indoor/outdoor pool, tennis, golf 3 miles away. Near Busch Gardens. Call 871-4238.

Spacious 2 BR Bethel area condo overlooking Androscoggin River and mountains. Hiking, shopping, mountain biking, canoeing, swimming, outdoor pool, laundry, Grafton Notch. Avail. weekly or weekends. Call 767-5391 or 767-4622.

6 BR cottage, 1 1/2 baths, fireplace. Rocky, secluded cove, furnished, utils incl. Tennis court avail. Avail. June and Sept. Call 767-5391 or 799-4604.

ROOMMATE WANTED

Single parent seeks roommate to share 4 BR Victorian town house in Deering area. \$324/mo. incl. all. Off-street parking. Call 780-1768.

Housemate or couple to share. Garage, own bathroom, garden and near lake. 15 min. drive to Northgate, Portland. \$380/mo. single, \$440/mo. couple, all utils. Call 892-5345.

The deadlines for announcement-length items and **MARKETPLACE** are February 8 for the February 22 issue and February 22 for the March 8 issue.

All items must be in writing.

CHILD CARE

Day care in South Portland has opening for infants and toddlers. State licensed, first aid, CPR certified. Member of Careshare Network. Call 799-0605.

Home day care in Portland has full and part time openings. Also avail. snow days and vacations. Hours 6:30 AM - 6 PM. Refs. avail. Call 772-7145.

Sandy's day care has openings for ages 2 and older. Licensed, CPR certified, first aid certified. Open 7 AM - 5:30 PM M-F. Call 773-1637.

WANTED

N/S, F looking for reasonably priced efficiency apt w/ laundry and parking. Exc. refs. Prefer Portland, S. Portland, or Scarborough. Call 885-0069 or 885-0137.

Reasonably priced apt. size W/D. Call 828-5246.

Used crib in good cond. Call 871-2695 8 AM - 1 PM.

Shells and rocks for MMC's playroom. Going south? Bring some treasures back for Pediatric patients. Call x2477.

Lost: Gold bangle bracelet. If found call x2711 or 799-2428.

Therapeutic massage clients. Certified massage therapist has openings for new clients. Call 846-9427.

Reasonably priced used IBM-compatible computer. 3 1/2" disk drive preferred. Call 828-5246.

Birth Control Pill Research Study

Healthy, sexually active women, between the ages of 18 and 50, are needed to participate in a birth control pill research study for a six-month period.

Qualifying participants must be available for five clinic visits, which will include free investigational birth control pills and directly-related physical and gynecological exams.

For more information, contact:

Barbara Colby, RN
Maine Medical Center Ob/Gyn Associates
885-5292

What's Happening at MMC

- Feb. 23 Molecular/Cell Biology course: Cell cooperation in tissues.
0730 hours, Auditorium.
- Feb. 27 **Employee Appreciation Week** begins.
- Mar. 9 Molecular/Cell Biology course: Control of gene expression.
0730 hours, Auditorium.
- Mar. 14 **Health Matters** Lunch & Learn: *Healthy Eating and Sports*.
1200-1300 hours, Cafeteria B & C.
- Mar. 23 Molecular/Cell Biology course: Control of gene expression.
0730 hours, Auditorium.



WHEN PORTLAND High School students returned to their school January 30 after several months of repair work, they were welcomed with many signs and banners. This one was made by MMC mentors and others involved with the Portland Hospitals Youth Mentoring Project. A/V Photo.

About People

• **Jana Frank, PT, NCS, R4** Senior Physical Therapist, Department of Rehabilitation Medicine, has been recognized as a Certified Neurological Clinical Specialist by the American Physical Therapy Association (APTA). She received the award at the Combined Sections Meeting of the APTA in February. Frank joins a group of only 70 physical therapists nationwide to successfully meet the competency requirements for neurological certification.

- ☐ 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 Dept.

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.

Want to know what's for lunch?

Call K-A-F-E (x5233)

to find out what's on the Cafeteria menu. You'll hear the soups, entrees, and grill offerings for the day.

NEW EMPLOYEES

ENGINEERING: Richard Saklad

ENVIRONMENTAL SERVICES: Susan Gardner

FOOD SERVICES: Julie Murphy

MATERIEL MANAGEMENT: Diane Gray

MEDICAL RECORD SERVICES: Susana Keene

NURSING: Loveinger Cooledge, Tracy Cross, Scott Evans, William Flyer, Victoria Hunt, Greg Lusk, Amanda Lynch, America Scattoloni, Cathy Swope

OB/GYN: Therese Harris, Kimberly Miller

PHARMACY: Donna Duross

Interested in volunteering at the Ronald McDonald House when it opens this Spring?

Attend an
informational meeting
Wednesday, March 15
1200-1300 or 1700-1800
Dana Auditorium

NON-PROFIT ORG.
U.S. POSTAGE
PAID
Portland, Maine
PERMIT NO. 35