

What's Happening

a newsletter for the employees of Maine Medical Center

January 25, 1995

Vol. 26, No. 2

Alexander will oversee affiliate hospital relations

Maine Medical Center has named Janet Alexander Director of Affiliate Hospital Relations. She will work closely with the affiliate hospitals -- Southern Maine Medical Center, Stephens Memorial Hospital, Franklin Memorial Hospital, Parkview Memorial Hospital, Mid-Coast Hospital, and St. Andrews Hospital -- to develop opportunities for clinical and administrative cooperation.



Alexander has been at MMC since 1981 as Administrative Assistant and then Assistant to the Executive Vice President and Treasurer and most recently as Administrative Projects Manager. She holds a Masters degree in Business Administration from the University of Southern Maine and a Masters degree in Library Science from State University of New York, Albany.

Before entering hospital administration, Alexander was a librarian and faculty member at Clark University and at Worcester Polytechnic Institute in Worcester, Massachusetts, and executive director of a six-county regional library system headquartered in Cambridge, Massachusetts. Currently a member of the American Management Association, the Hospice Coalition, and VNA Network, Alexander also serves as President of the Board of Directors of VNA and Hospice.

MMC to replace linear accelerators

Maine Medical Center has received Certificate of Need approval from the State to purchase two new linear accelerators, used in the treatment of cancer. The hospital will purchase two state-of-the-art machines to replace its existing machines, both of which need frequent repair due to their age and have nearly doubled their life expectancy. "These 'work horses' have served the community very well," says Stuart Gilbert, MD, Director of Radiation Oncology.

"The new equipment will be fully computerized and state-of-the-art," Dr. Gilbert notes. "They will permit sophisticated treatments with moveable blocks and allow added quality assurance with a record and verify double-check system."

The decision to replace the machines is based on the need to reduce down time due to repairs. The replacement also allows the hospital to have the very latest technology for its radiation therapy program, continuing to improve radiation treatment.

One machine will be located at an off-site location, in recognition of the fact that some 90 percent of the radiation therapy volume is outpatient. The move to an off-site location will decrease traffic and avoid congestion at the hospital, and provide greater convenience to outpatients. Most patients receiving radiation therapy make five visits a week for two to seven weeks, Dr. Gilbert points out.

The other machine will be located at the hospital, to serve both inpatients and outpatients from the local area.

ACCELERATORS, SEE P.4

Who has more keys than anyone else at MMC? Find out on p.5.

Ask Away!

Lauren Ann Corbett, Environmental Services, asks "Why are all salt and pepper shakers that are used in the Cafeteria thrown away when empty? What a waste of money! Let's get recycled or reusable ones. We recycle paper and cardboard, but not shakers."

The reply comes from Cafeteria Manager Beth Creeden: "Thank you for your question regarding salt and pepper shakers. We purchase disposable shakers because it takes too much employee time to wash and fill the shakers on a daily basis. We have 91 tables which means 182 shakers would need washing, drying, and filling daily. My estimate is that it would take at least three hours each week to complete this task.

"Using disposable shakers is more sanitary, costs less, and makes the shakers less tempting for people to take with them. We used to lose more glass shakers than we do disposable.

"The Cafeteria staff is all for recycling when we can: cardboard, paper, soda bottles and cans, etc. We appreciate your interest in recycling, too."

Here's an anonymous question: "When the Employee Activity Committee sponsors a trip such as a cruise, does one person benefit from this by receiving a free cruise, and if so, why is this benefit not shared by all the MMC employees taking the trip? They could each receive a discount on their passage. What's MMC's policy on this?"

"The answer is no," says *Joyce DeCesere, Payroll Supervisor and EAC President.* "One person does not benefit from the trips we arrange. All of the trips we do are discounted for all employees participating and we try and go with the agency offering the best price for us for what we expect from the trip.

"EAC's by-laws are separate from MMC policy."

Beth Wilson, RNC, Perinatal Outreach Nurse, has two questions: "Why the double message outside the Admitting doors? There are so

ASK, SEE P.4

Health Matters

Programs Promoting Our Employees' Health

Michael Perry, from L.L. Bean's Outdoor Discovery Program, returns to take you on a fast-paced one hour "tour" of cross country skiing! He'll discuss and illustrate how to select skis, what gear to take for a day of winter discovery, and where to go skiing in Maine!

This Lunch & Learn is geared to get you enthused about winter and excited about getting out on skis and having a great time! Join us!

Wednesday, February 8
1200-1300 Hours
Dana Classroom 3

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.



JACOB CONNER almost disappears when he gets a hug from Elmo during a recent visit from Sesame Street! A/V Photo.

Questions and answers about insurance changes

In November, changes to the Group Health Plan were announced that specifically addressed how services provided at MMC facilities would be covered differently than services provided at non-MMC facilities. As of January 1, 1995, covered inpatient services provided at a non-MMC facility would only be covered at 80 percent of Usual & Customary (U&C) charges, with the plan deductible being applied to these services. Covered inpatient services performed at MMC would continue to be covered at 100 percent of U&C, with no deductible. As a result of these changes, employees have questions about the health insurance plan.

Why were these changes made? These changes were made to prepare for managed care at MMC. Hopefully they will direct more patients to the medical center, and help contain ever-rising insurance costs while still maintaining appropriate insurance coverage for our employees.

If an inpatient service is not provided by MMC and I have to go to another hospital for the service, will it only be covered at 80 percent? Because we feel it is important you get the care you need, services not provided at MMC will be covered at 100 percent of U&C (no deductible) when performed at another hospital. However, you must contact Peer Review Analysis (1-800-221-0807) to obtain the pre-certification necessary for such service to be covered at the higher level.

Will emergency room services at hospitals other than MMC be covered at only 80 percent? There has been no change to emergency room coverage. Emergency room services are covered at 100 percent of U&C (no deductible) for accidents and life-threatening medical emergencies. Non-life-threatening emergency visits are covered at 80 percent of U&C (with deductible). These coverage levels are the same for emergency room care at MMC or any other hospital. In addition, inpatient

stays in such emergency cases (accident and life-threatening) will also be covered at 100 percent of U&C (no deductible) at any hospital.

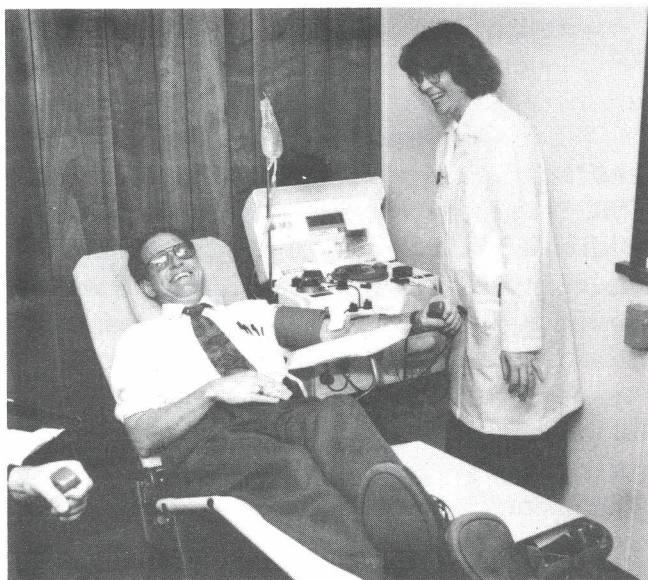
What about my spouse or children who need inpatient care but are not able to go to MMC for geographical reasons, because the children are at colleges out of state, for example? Inpatient stays in such instances will be covered at 80 percent, unless such services fall within the guidelines of emergency inpatient stays as discussed above. For example, if your child in college out of state was in an accident and required surgery, the coverage would be 100 percent. However, if the child had a non-emergency scheduled surgery, it would be covered at 80 percent.

Another aspect of these changes that may be confusing has to do with the coinsurance maximum. Coinsurance is the 20 percent of U&C that you pay when a service is only covered at 80 percent of U&C. Normally, the 20 percent that you pay under coinsurance counts towards an annual maximum. Once you reach this coinsurance maximum, services are covered at 100 percent of U&C. However, if you have services provided at a non-MMC facility, the 20 percent coinsurance you pay for those services will not be credited toward your annual coinsurance maximum.

As you begin to use your healthcare coverage this year, it is important that you understand these changes and how they affect you. If you have other questions or concerns, please feel free to contact the Benefits Office, x2973.

PLEASE NOTE

If you would like to submit *any* kind of advertisement, notice, or other item for inclusion in *What's Happening*, it must be double-spaced and you **must include** the name, department, and telephone extension of a contact person. Help make it easier for editorial staff to clarify information submitted for publication!



KENNETH AULT, MD, MMCRI, was the first donor at MMC's new Platelet Donation Program. The Program is located at 52 Gilman Street. If you'd like more information about the program or would like to donate platelets, call x2002. A/V Photo.

ASK, FROM P.2

many 'no smoking' signs, but there are also ashtrays provided for smokers!

"It seems to me that a smoker would see the provision of an ashtray as permission to smoke -- and they certainly do outside the Admitting doors!

"Second, at home, my postal worker has sent a request for us to use the four numbers added to our zip code. With the volume of mail in and out of MMC, it seems reasonable to assume the Portland Post Office might like us to do the same. Can you tell us what the added digits are? Should we begin to include them when we order new paper items?"

The answer to Beth's first question comes from Mike Swan, Associate Vice President for Administrative Services. "I agree, this is a confusing message to smokers. The ashtrays are there so people can extinguish their cigarettes prior to entering the hospital. We tried not having them, but people kept throwing cigarettes on the ground. It's unfair to our grounds keepers to expect them to have to clean up this mess which can be avoided by using ashtrays."

Sandy Walling, Print Shop Supervisor, re-

sponds to Beth's other question: "Yes to both questions! MMC's zip+4 is: 04102-3175. As requests are made via Audio/Visual Resources for letterhead, business cards, brochures, and other printed items, they add MMC's zip+4 to return addresses. We also have access to the zip+4 for each of MMC's subsidiaries. For your information, zip code books are available for use in the Mail Room."

Here's a question on parking from Rita Bradbury, Physical Therapy: "I am fortunate to only work part-time and have access to the reserved parking area. Why can't we access this area from the physicians' entry? Wouldn't it help traffic on Gilman Street?"

"We don't allow entry to the reserved parking area through the physicians' parking area for several reasons," replies David Young, Security Manager. "The physicians' lot has some two way traffic at the entrance, and adding vehicles could cause a safety problem. Traffic on Gilman Street has not been an issue. Employees can exit the garage via Gilman or Congress Street.

"We have a commitment to maintain the reserve lot, and the physicians' lot, for the purpose that they were intended. We know that people will park wherever they can when they need a space. We have to take a hard stand on lot usage. Parking policies are made with need and safety in mind."

Drop in for fitness!

Drop in for an Enerjoy class
at McGeachey Hall on
Mondays, Wednesdays,
and Fridays
1210 - 1250
Pay as you go.

ACCELERATORS, FROM P.1

"It is hoped that the new machines will be in operation by mid 1996 and will provide our patients with the most modern and sophisticated Linacs and treatment planning facilities available in New England," Dr. Gilbert says.

Miller holds the key to Maine Medical Center

Ever wonder how many doors there are at Maine Medical Center? Ever think about how many of those doors lock? Have you considered all the keys needed to *unlock* those doors? If you haven't, Bob Miller has. He's MMC's own certified, registered, bonded locksmith and he's been keeping track of the hospital's 1,500 locking doors since 1975.

In addition to the locking doors at the Bramhall Street campus, Miller takes care of the locks at MMC OB-GYN Associates in Scarborough, the Family Practice Unit on India Street, and other off-site locations.

Each hospital department has individual keys to unlock its main door and all locking doors within it. It also has an individual master key. Then there's a "grand" master key that fits every single door lock, on-site and off.

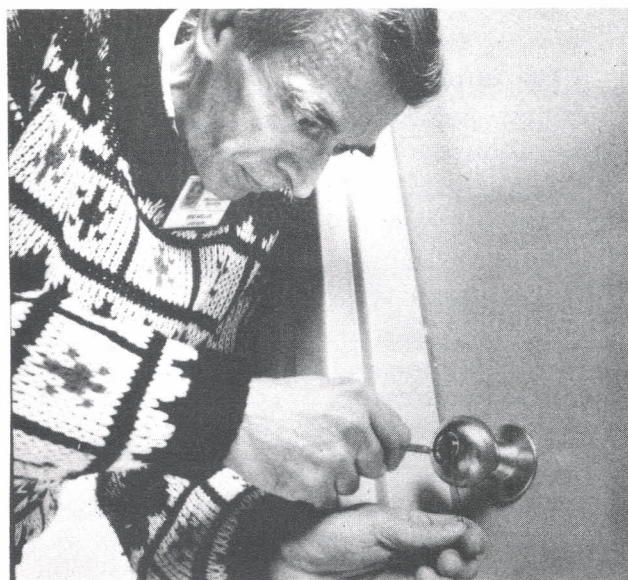
Miller has all the equipment and knowledge to maintain the special locks and keys, including making new keys. Medeco, the lock company, designed a special keyway for MMC. Miller and the hospital's carpenters spent two years to replacing all the existing locks with the new ones. To preserve security, Medeco requires Miller to log and keep on file each duplicate key he makes.

Miller keeps a half dozen of each lock on hand at all times for replacement use when the old ones wear out or when renovations are done. He can also set a new lock to have the same cylinder setting as an existing door lock. The cylinder is what you put your key into when you unlock a door. It might be a mortice cylinder, a rim cylinder, or a key-in-the-knob cylinder.

To unlock a door at MMC, a key must go through three functions; a standard house key will turn after only one function. The cylinder pins -- small, grooved tube-shaped bits of metal -- must meet the proper "elevation", they must stay on center or rotate twenty percent left or right, and their grooves must line up with the sidebar in the cylinder. How do the pins know

to do all that? The cuts and grooves on the right key will "tell" them; those on the wrong key can't.

Virtually every hospital department has file cabinets; many of them have locks, but no keys. Frequently someone will lean up against the lock or accidentally push it in, causing it to lock. If there's no key, Miller is called to bring his specialized tools and open the cabinet. He uses the same implements used by master criminals: a lockpicking kit of some 100 delicate strips of metal bent, hooked, and twisted into the precise shapes needed to open a locked drawer or door.



NO MATTER HOW HARD he tries, Bob Miller, Engineering Services, will not be able to pick this lock. MMC's doors are virtually pick-proof. A/V Photo.

At first, Miller says, he lacked the "feather touch" needed to pick a lock. You must be able to feel the pins in the lock cylinder and use pressure to simulate the turning of the right key in order to conquer the lock. He mastered the craft, though, and can now open locked file cabinets, extricate broken keys, and undo a padlock -- but he can't pick an office door open. The locks MMC uses are virtually pick-safe.

Along with an impressive wall of jingling keys for every locking door in the building, Miller has a computer in his shop. He's entering data so that he can cross-reference the

LOCKSMITH, SEE P.6

Another winning pie

Here's the recipe for the pie that took third place in the CPQI Pie Baking Contest. It was baked by Roberta Emmons, MMCRI.

Rhubarb Custard Pie

Crust:

Mix 1/3 cup flour with 1/4 cup water. Cut 2/3 cup shortening into 2 cups flour. Add flour/water mixture. Knead and roll out into two 9" crusts.

Filling:

1 1/2 cup sugar

1/4 cup flour

1 tsp. nutmeg

3 eggs

Combine and beat filling ingredients.

Line pie plate with one crust. Place 4 cups 1" rhubarb pieces in crust and pour filling over. Dot with 2 Tbs. butter. Top with lattice crust and sprinkle with 1 tsp. sugar.

Bake at 400 degrees for 10 minutes; reduce heat to 350 degrees and bake for 45 minutes.

Dial S - O - U - P

(that's x7687)

to find out what's for breakfast and lunch!

You'll hear a recording of the day's specials in MMC's Coffee Shop.

Labels add up to help kids

Maine Medical Center's Children's Miracle Network wants to thank MMC employees for bringing in their Heinz baby food labels in 1994. MMC's Children's Miracle Network receives six cents per label from Heinz; 6,638 labels were collected in 1994! The five year grand total is 83,242 labels collected, or \$4,994.52!

But the program doesn't end there! Keep bringing your labels in during 1995. If you are interested in participating, call Bob Seavey, x2101, or mail the labels to the Development Office, MMC, 22 Bramhall Street, Portland, Maine 04102.

Subjects needed for estrogen study

- Volunteers must be healthy, post-menopausal women (surgical or spontaneous).
- For this study, only one to two blood samples will be required.
- Volunteers will be compensated \$20 to \$30.

If you are interested, stop by the Endocrine Laboratory to fill out a questionnaire. The Lab is located on the second floor of the Maine General Building.

LOCKSMITH, FROM P.5

cylinder number, key number, key cut, cylinder pinning, and office door number for every lock at MMC. The computer will help him extract quickly the information he needs to repair a lock or make a key.

Miller has cross-trained MMC's carpenters to do emergency lock repairs; one will have extensive training to cover for Miller during vacations.

There are a lot of doors at Maine Medical Center and a lot of them must lock or be unlocked. Luckily, there's someone here who's got that job all locked up.

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

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

Porta-crib, exc. cond. Call 839-4585.

1990 INDI 650 snowmobile. Mint cond. Asking \$3,200. Call 655-5444.

King-size full flotation waterbed, bookcase headboard, dark pine, 12 drawer pedestal, exc. cond. BO. 2 free super single waterbeds, needing heater coils. Call 799-9069.

Handmade quilts, made in the USA. Call 934-9152.

Downhill skis, never used. K2 performance 170s package includes poles, boots, bindings. \$350. Call 774-3587.

Sterling silver flatware. Oneida, Desert Rose. \$10 a piece. Call 774-7383 eves.

Twin-size Somma waterbed w/cylinders. No heater required. \$100 firm. Exc. cond. Call 797-7927.

Matching Broyhill pine and green BR set. 1 year old. Armoire \$600, large dresser w/mirror, \$700, nightstand, \$250, blanket chest, \$300, queen frame w/head and foot boards, \$300. New cost \$3,500. BO. Would like to sell as set, but will sell separately. Call 883-2098.

Girls' Lange Li'l Angel molded skates, size 13, \$15. Child's Champ 110 cm downhill skis, Marker bindings, large rear entry boots, \$50 for set. Adult Silverlite K2 160 cm downhill skis w/Tyrolia bindings, \$35. Call 929-4076.

1990 Dodge Caravan SE, auto., V6, A/C, cruise, tilt, 7 passenger, 52 K. Twilight blue, 1 owner, well-maintained. \$9,400. Call 854-8055.

1 day ski lift ticket/pass for Killington. Good for all days except holiday weeks. Worth \$46, will sell for \$25. Call 854-8839.

Dunlop golf clubs. Perimeter weighted, B&W darkroom equipment. Marcy 501 HD weight bench, X-country waxless skis w/9.5 boots. BO. Call 883-2819.

Falmouth contemporary 4 BR Garrison. 2 1/2 baths, finished daylight basement, 2 car garage, 2+ acres, fireplace. Landscaped w/perennial gardens in back and front. Large deck, cedar swing set. Oil heat, coal stove, parquet and tile floors, breezeway, mahogany cabinets in kitchen. \$205,900. Call 878-3276.

Brick raised ranch, all new interior, 5 BR, 2 full baths, new oil fired forced hot water heat, family room w/stone fireplace, living room w/brick fireplace, den, W/D hook up, lower level could be in-law apt w/separate entrance and wheelchair access. 2 acres, 6 stall horse barn. \$129,900. Call 892-8575.

Rossignol 180 skis, size 9 1/2 Salomon boots, and Reflex poles. All for \$100 or BO. Call 799-8202 after 4 PM.

FOR RENT

2-3 BR apt. in Cape Eliz w/K, and bath. Victorian house, hardwood floors, storage, parking, new gas furnace. Call 767-4592.

1 BR, LR, DR, eat-in K, private, off-street parking, close to MMC. \$400/mo. + utils. Call 775-2234 days.

Brick raised ranch, all new interior, 5 BR, 2 full baths, new oil fired forced hot water heat, family room w/stone

The deadlines for announcement-length items and **MARKETPLACE** are
January 25 for the February 8 issue
and February 8 for the February 22 issue.

All items must be in writing.

fireplace, living room w/brick fireplace, den, W/D hook up, lower level could be in-law apt w/separate entrance and wheelchair access. 2 acres, 6 stall horse barn. \$1,200/mo. Call 892-8575.

South Portland, 1/2 duplex, 4 BR, 1 1/2 bath, LR, DR, FR, K, W/D hook up, parking, garage. \$750/mo. + utils. and sec. dep. Call 883-1660 or 767-3597.

Yarmouth, 20 min. to Portland, furnished home w/4 BR, 1 1/2 baths, situated on 3/4 acre wooded lot. Avail. 3/1-6/30. Adults only, N/S, no pets. \$1,200/mo. + sec. dep. and refs. Call 846-4685.

Mercy hospital area. 2 BR, K, hardwood floors, off-street parking. \$595/mo., heat and hot water incl. Call 775-6411.

1 BR apt. in Westbrook, use of W/D, parking in garage incl., N/S. \$350/mo. + utils., sec. dep., and refs. Call 854-4679 after 4 PM.

ROOMMATE WANTED

F, N/S, to share house. Porch, fireplace, parking, W/D. \$400/mo. heat and hot water incl. Call 761-5660 eves.

Room for F in recently renovated Victorian home. Owner-occupied. Private entrance, security, on busline. Share K, bath, LR and dining area. \$75/wk. + sec. dep. and refs. Includes heat and all utils. N/S, no pets. Call 856-2660.

Spruce St. apt to share. 2+ BR, gas heat, parking, yard, deck, basement storage space, near MMC. N/S, no pets. \$300/mo. + utils, sec. dep. refs. Call 780-0183.

CHILD CARE

West End couple seeks person to provide child care in their home. Must be N/S, have prior exp. w/children and own transportation. Good pay, approx. 6-10 hours/wk. Call 772-1843.

Part-time child care wanted for our 2 month old infant. Must be avail. on Tuesdays. Call 773-4216 or 773-0342.

WANTED

Plumbing and heating work. Back flow preventer maintenance. Fully insured. Reasonable rates. Call 885-5884.

Homes for puppies, no charge. DOB 12/17/94, ready to go on 2/14/95. 7 F, 3 M. Mother AKC registered Dalmatian, father, black lab. Call 892-4145.

Stroller, infant car seat, bassinet or cradle and changing table. Needed for 4/95 delivery. Call 797-6275.

Apt. size washer and dryer. Reasonably priced. Call 828-5246.

Clients for therapeutic massage by certified massage therapist. AMTA, Swedish and sports massage, stress and pain relief. Call 856-6447.

What's Happening at MMC

- Jan. 26 Molecular/Cell Biology course: Cell Signalling. 0730 hours, Auditorium.
- Feb. 9 Molecular/Cell Biology course: Cell cooperation in tissues. 0730 hours, Auditorium.
- Feb. 14 Valentine's Day.
- Feb. 14 **A Fair of the Heart**, Dana Lobby.
- Feb. 14 **Quit and Win** smoking cessation program starts. Call x2768.
- Feb. 20 Washington's birthday observed.
- Feb. 23 Molecular/Cell Biology course: Cell cooperation in tissues. 0730 hours, Auditorium.



AT THEIR NEW ADMINISTRATIVE offices on P3CD, Family Practice staff celebrated their recent move with an Open House. The Family Practice Center remains on India Street. A/V Photo.

About People

- **Tony Scarpelli**, Technical Services, has had an article published in **FoxPro Advisor**, a technical journal devoted to software development utilizing Microsoft FoxPro. Scarpelli's article, "Print Your Own Bar Codes on a LaserJet," may be found in the January 1995 issue.
- Assistant Head Nurse assignments have been announced for cardiology nursing units. They are: **Cynthia Westlund, RN**, for CICU; **Jane Cleaves, RN**, for R9; and **Pam Batchelor, RN**, for R7. **Deb Courtney, RN**, will assume the role of Clinical Nurse Specialist for these units.

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.

NEW EMPLOYEES

- DATA MANAGEMENT:** Michael Ralston
- ENVIRONMENTAL SERVICES:** Erroll Bishop, Mercedes Blackstone
- FOOD SERVICES:** Shawna Martin, Daniel Werwath
- GIFT SHOP:** Cynthia Decker
- LIBRARY:** David Jellis
- MEDICAL RECORD SERVICES:** Gerald Rathbone
- NURSING:** Linda Bean, Theresa Klitsch, Shawn Sawyer, Scott Smith, Susan Spencer, Theresa Stevens
- OB/GYN:** Martha Skoner
- OCCUPATIONAL THERAPY:** Darlene Breton, Leslie Tsomides
- PATHOLOGY:** Kathleen Carrier

Get the Portland Pirates off their seats, for kids' sake!

Monday, February 13, the Portland Pirates' head and assistant coaches and three players will sit in as many seats as they can to raise money for the Maine Children's Cancer Program and four other charities. To find out how you can get the Pirates off their seats, call Sue Hall, Development, x2669.

- ☐ 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.

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