

# What's Happening

a newsletter for the employees of Maine Medical Center

January 26, 1994

Vol. 25, No. 2

## Archangel physicians to visit Maine Medical Center

Seven physicians and an interpreter from the Russian city of Archangel will visit Maine Medical Center for eleven days, beginning Wednesday, January 26.

This visit is an extension of the Portland-Archangel Sister City exchange program, which has been in existence for five years. During that period a number of medical center physicians have visited Archangel, but this is the first time that a group of Archangel Medical Institute physicians have made the trip to Portland.

While here, the physicians will exchange information on patient care, research, and education with their American counterparts. They will be hosted by MMC employees and their families.

The visitors will visit with physicians in their specialties: psychiatry, surgery, dentistry, and neurology. Activities will include hospital tours, conferences, lectures, and meetings where the physicians will be the guests of the Cumberland County Medical Society, the Archangel Committee, and Physicians for Social Responsibility. The Archangel Committee will hold its Annual Meeting with the Russian guests in attendance.

Rep. Fred Richardson and Ann Noyes co-chair the Archangel Committee. Bay Leasing will help to provide transportation for the group. MMC employees hosting the Russian visitors are: Linda Corkhill, Eliza Deery, Phil and Sarah Terrano, Natalie Stoddard, Ellen Zimmerman, Andy Packard, Kris Somerville, Jules Damion, and Lew Pusch.

## MHA Board adopts principles for reform

The Maine Hospital Association's (MHA) Board of Directors has adopted eight principles describing its position on national health care reform. Leading the list are universal access and a comprehensive restructuring of the nation's health care delivery and financing system.

The development and approval of the principles completes six months of review of the Clinton Administration and other national health care proposals. The study was led by MHA's Health Policy Council.

The principles will be used as a benchmark to measure the effect various reform proposals will have on Maine's health care system, says Council Chair Warren Kessler, CEO at Kennebec Valley Medical Center. He further indicates that the principles will be modified and further refined as the national and state debates on health care reform progress over the months to come.

The first goal of this effort is to present the hospital view of reform to Maine's Congressional Delegation during the American Hospital Association's Annual Meeting in Washington, DC, at the end of the month.

### Adopted Principles of Reform

Health insurance coverage must be made available to every citizen.

Cost containment is essential -- and can be most effectively accomplished through creating incentives that will lead to greater efficiency in the financing, organization, and delivery of health services.

True reform can be accomplished only if  
**MHA, SEE P.4**



## On the line at MMC's Switchboard

The image of the operator plugging and unplugging lines on an old-time switchboard is long gone, replaced by operators sitting before computers, punching keys on a bank of phone lines.

In Maine Medical Center's Switchboard room -- the name remains the same -- operators sit at their stations, fielding upwards of 500 calls each hour during the busiest parts of the day. Around the clock, callers seeking patients or physicians, people desiring information, and some not sure *who* they're looking for dial 871-0111 and find an operator to connect them with the party they're after. Often the operator must determine which department or person the caller actually needs.

Connecting all these callers to the appropriate party might be impossible but for the computerized collection of directories designed by Switchboard Manager Cynthia Rendall. She's created separate lists for personnel, physicians, radio pagers, and most New England hospitals.

Physicians sign in on a computerized system in the Doctors' Lounge so the operators can keep track of who's in the house at any time. The computer system and various directories are continually updated as new attending physicians and residents come on board.

These physicians and many other MMC staff must be reachable at a moment's notice, so they carry pagers. There are 900 in-house and 150 long-range pagers in use currently.

When there's an emergency, one of the first calls made at MMC is to the Switchboard. These calls come in on a separate phone system. All codes, fires, and other emergency calls are a priority for the operators; they even receive some calls from outside the hospital that should properly be dialed to 911!

A strict protocol determines what happens when an emergency arises. The operators must remain attentive and aware, with each having

responsibility for notifying specific personnel inside or outside of the hospital. They use the phone, pagers, or the overhead voice page system to relay the right information in a hurry.

Like attendants at the telephone company, MMC's switchboard operators provide directory assistance for much of New England: Maine, New Hampshire, Vermont, Western Massachusetts, Rhode Island, and all independent directories. If they can't locate the number the caller wants, they direct them to someone who can: Directory Assistance outside the hospital.

The Switchboard itself has been updated over the years, but the people on the other end of the line are still helpful, still full of information, and still there to keep the connection going.

The Volunteer Services Office would gladly accept any magazines you have already read and no longer need. Patients enjoy reading them!

## Staying smoke-free after the GAS

Several MMC employees have remained smoke-free since the *Great American Smokeout* on November 18, 1993, completing over two months as non-smokers. Others had short-term success, but were unable to sustain the effort.

Congratulations to all who had any success at all in their quit attempts! Remember that quitting smoking is a "process" and that it usually takes many attempts to become a permanent non-smoker. Everyone learns from experience and you're more likely to succeed with every attempt -- so keep trying!

Patricia Clukey, R3, won the GAS "second month" drawing for dinner for two at the smoke-free Harraseeket Inn. Though it hasn't been easy and Pat has had a few "slips", she remains a non-smoker. Congratulations to Pat for winning on several fronts!



## Ask Away!

*Pamela Tilton, SCU I, asks "Has anyone ever considered offering a "Breakfast and Learn" program at 0730? I doubt many of us on the night shift take advantage of the noon "Lunch and Learn" programs -- and there are so many interesting topics!"*

*From the Health Matters Committee comes this answer: "Speaking for Lunch and Learn sessions sponsored by Maine Medical Center's Employee Health Promotion Committee: yes! We have tried offering some of our programs at alternate times so that employees working other shifts might attend. Unfortunately, these programs were very poorly attended. This was disappointing for speakers who donated their time and for the Committee when speakers were paid for their time!"*

*"As a result of your question and requests from other employees, we have arranged with the Audio/Visual Department to have Lunch and Learn sessions videotaped. The tapes will be available through MMC's Library. Just contact the Library on P5 if you'd like to view one. The recent program addressing healthy, low-fat foods was the first to be taped."*

*"From time to time, we'll publish the list of tapes in *What's Happening*. There is one catch to this plan: if no one takes advantage by viewing the videos, we'll have to discontinue the taping. Hope this makes the sessions you're interested in more accessible!"*

*Another question comes from Anne Savage, Immunoassay in Pathology and Laboratory Medicine: "Riding on the MMC shuttle back and forth from the Gateway Garage to MMC has, for the most part, not been too inconvenient. However, there is one thing that bothers me, and that is the lack of knowledge concerning 'line etiquette' when waiting for the shuttle to arrive."*

*"It seems inconsiderate, in my opinion, that late-comers will pass a line of people who have been waiting and will stand at the head of the line, and be the first ones on the shuttle. It seems that it would be common courtesy to allow those who have been waiting in line to be*

*first on the shuttle. In addition to speaking to the offender, are there other ways for this issue to be addressed, such as a reminder notice on the shuttle, or reminder notices in *What's Happening*?"*

*"Anne, your comments on 'line etiquette' seem right to me," responds Mike Swan, Associate Vice President for Administrative Services. "Those of us who ride the shuttle need to keep in mind Anne's advice to be courteous."*

*"Why is the air-conditioner in the Cafeteria held at such a high, constant air-flow 24 hours a day?" Rowena Doherty, R5, writes.*

*"Is it possible it could be decreased to afford more comfort for those who choose to eat in this area?"*

*"Is it possible that, with lowering the output, MMC would experience a dollar savings in electricity, as well as increase the life of the equipment?"*

*Robert Bremm, Engineering Services Director, gives this answer: "The ventilation system that supplies the Cafeteria is a constant volume system that uses a single speed motor to provide cooling and heating. It is designed to provide sufficient air flow and comfort in a maximum occupancy situation."*

*"Hospital Engineering staff are investigating variable speed drives for air conditioning and heating systems throughout the facility. The initial cost is fairly high and payback is very long-term, often exceeding the life of the equipment. Also, space is very tight. As equipment is replaced, we are exploring the variable speed option as a means of reducing utility costs."*

*"If air temperature is a problem, it can be controlled by adjusting a thermostat in the area. Notify the Cafeteria Manager, who will contact Engineering to have the setting adjusted to a more comfortable level."*

*Do you have an idea or a question? Just Ask Away! There's a box outside the Cafeteria where you can leave your question. If it's used in *What's Happening*, we'll give you a Maine Medical Center coffee mug.*



## MHA, FROM P.1

both the delivery and financing systems are restructured through the establishment of community care networks.

Medicare must be included in the reformed health care system.

Providers must be fairly paid for services; cost shifting must be ended.

Government has an important but limited role in a reformed system.

The reformed health care delivery and financing systems should be built upon the strengths of current pluralistic, public/private partnership.

Antitrust, medical liability, and insurance reforms are needed for comprehensive national reforms to be effective.

## Safeguard your credit card

Credit card fraud is on the rise. Here's how you can protect yourself against it.

### *At home:*

- Be aware of when your card expires and call the issuer if you don't receive a new one. Your new card could be stolen from your mailbox.
- Remember to sign the signature strip on your card immediately.
- Be very selective about providing your account number to telephone salespeople.
- Never lend your credit card to anyone.
- Check your monthly statement and report unauthorized charges immediately.

### *Shopping:*

- After a purchase, remember to get your card back and destroy all carbon copies.
- Unless you are using the card as a check guarantee, don't allow merchants to include your credit card number on your check.

### *Traveling:*

- Be sure to destroy all travel receipts displaying your credit card number.
- Memorize your PIN number. Don't carry it on a piece of paper.
- When using an ATM, shield your PIN entry from other people.

*Tips courtesy of the Medical Services Federal Credit Union.*



CATHY COHEN, RN, says farewell to one of the well-wishers at her retirement coffee. Her colleagues and friends gave her a memory album to commemorate her years here. A/V Photo.

## Celebrate Post Anesthesia Nurse Awareness Week

February 7 through 11

Tours of the Post Anesthesia Care Unit (PACU) and the Ambulatory Surgical Unit are being offered to Maine Medical Center employees. Please call x2292 to make your reservation. Tours will be offered Monday, February 7, and Thursday, February 10, from 0900 to 1030 and from 1500 to 1630. (Other times may be possible, call for information.) Highlights include the PACU pediatric renovation and ASU waiting room improvements.



HEATHER SIMMONS hugs the toys she and Kathy Berube, Child Life Supervisor, chose from the Teddy Bear Tree, donated by Chaulk Ambulance Service. A/V Photo.

## Spring offerings from Training & Development

Here's the schedule of courses offered to MMC employees this Spring. There's still time to enroll, just get approval from your supervisor first. Registration forms are available at Human Resources. Questions? Call Training and Development, x2824.

### Open Enrollment Programs

#### Career Interest Workshop

Wednesday  
February 16 1300 - 1600

#### Advanced Medical Terminology

Tuesdays & Thursdays  
March 1 - April 21 0900 - 1100

#### Describing & Developing Your Own Job Performance

Thursdays  
March 10 - 24 1300 - 1500

#### Put it in Writing

Wednesdays  
March 16 - April 13 0900 - 1100

#### Dealing With Challenging People

Tuesdays  
March 22 - April 5 0900 - 1200

#### Building a Lemonade Stand in the Desert of Life

Wednesday  
March 23 1000 - 1600

#### Demonstrating Customer Focus

Thursdays  
April 7 - 28 1300 - 1500

#### Career Development

Tuesdays  
April 12 - May 10 0900 - 1200

#### Introduction to Myers-Briggs Type Indicator

Tuesday  
April 26 1300 - 1600

#### Creative Thinking and Problem Solving

Thursdays  
May 5 - 19 1300 - 1600

#### Presentation Skills

Fridays  
May 6 - 27 0900 - 1200

## Management & Supervisory Programs

#### Coaching for Continuous Improvement (First offering)

Wednesdays  
February 2 - 16 0900 - 1200

#### Conflict Management

Thursdays  
February 3 - March 3 1300 - 1600

#### Coaching Challenges

(First offering)  
Fridays  
February 25 - March 11 0900 - 1200

#### Coaching for Continuous Improvement (Second offering)

Tuesdays  
March 1 - 15 1300 - 1600

#### Performance Counseling & Discipline Workshop

Monday  
March 21 0830 - 1600

#### Facilitation Techniques Workshop

Mondays  
April 4 - May 9 1300 - 1600  
(No class April 18)

#### Coaching Challenges

(Second offering)  
Thursdays  
April 7 - 21 0900 - 1200

#### Human Resources Overview

##### *Compensation*

Wednesday  
April 27 0930 - 1200

##### *Employee Relations*

Tuesday  
May 3 1300 - 1600

##### *Employee Benefits*

Wednesday  
May 11 1000 - 1100

##### *Safety*

Thursday  
May 12 1300 - 1430

##### *Recruitment & Selection*

Wednesday  
May 18 0900 - 1200

##### *Management's Role in Continuous Improvement*

Monday  
May 23 1300 - 1500



## Vehicle bids solicited

Bids will be accepted again, due to unforeseen circumstances, for a 1977 Ford F350 1-ton rack body truck with hydraulic pump, 54,000 original miles, standard, 4-speed. Body needs work for inspection sticker.

*Note: Those who previously bid on this vehicle should re-submit their bids.*

Send your bid in a sealed envelope to Jim Collins, Materials Management.

Bids should be received no later than February 4, with no exceptions. There will be a minimum bid.

## New employee CPQI training

This is a repeat of the CPQI training schedule. *Please note that locations for the April and May sessions have been corrected.*

February 14	0800--1200	Dana #7
March	No training scheduled	
<b>April 4</b>	<b>0800--1200</b>	<b>Auditorium</b>
<b>May 16</b>	<b>0800--1200</b>	<b>Dana #7</b>
June 13	0800--1200	Dana #7
July 18	0800--1200	Dana #7

Human Resources staff register new employees as part of their orientation. If you have never participated in CPQI training, you can register by calling the CPQI Office, x2009.

## Employees give from the heart

We wish to send sincere thanks to the employees in the Medical Record and Central Services Departments for the gift-giving they did for MMC's pediatric patients during the holidays.

Central Services staff made a beautiful gingerbread house, bought several games and toys for the Child Life Center, and bought presents for patients. Medical Record employees spent days shopping and wrapping gifts and then delivered them Christmas week.

Instead of exchanging gifts, these employees pooled their money and bought these gifts for the children. This gesture and thoughtfulness was heartfelt by the children and their families during this stressful time.

Thank you!

Pediatric Staff



## The EAC has the tickets you want!

Get your ski tickets and Portland Pirates home game tickets through the Employee Activity Committee at discount prices!

### Portland Pirates Hockey

Adults	\$5.00
Juniors & Senior Citizens	\$4.00
<b>Sugarloaf</b>	

Adult, weekday	\$33.00
Adult, weekend	\$36.00
Junior & Senior	\$19.00
Teen	\$28.00

### Sunday River

Adult, midweek	\$34.00
Adult, weekend & holiday	\$37.00
Junior, anytime	\$22.00

### Shawnee Peak

Adult, midweek	\$21.00
Adult, weekend & holiday	\$28.00
Junior & Adult, night	\$16.00
Junior, weekend & holiday	\$18.00

### Saddleback

Weekend	\$26.00
Midweek	\$15.00

You'll need weekend tickets for school vacation weeks and holidays. Tickets are on sale in the Payroll Department. *Please adhere to these sales times so we can continue to offer these discounts!*

Monday, 0800 - 1300  
Wednesday, 1300 - 1630  
Friday, 0800 - 1630



## 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

Totes car ski rack from LL Bean. \$125 new. Used 1 winter. \$60; Children's X-country skis w/poles from LL Bean. \$45 new, used 1 winter, \$20. Call 283-4878.

Passive Solar contemporary home. Private 11 1/5 acres, Raymond. 35 min. to MMC. 4 BR, 2 1/2 bath, sunroom w/ hot tub, pond. Call 655-7355 or 871-2648.

Sears W/D, 1 1/2 YO, like new. \$500/pr. Call 892-6602.

Thermo radiator, electric, \$20; Presto 4 qt. pressure cooker, \$15. Call 797-7929.

Moving, must sell 1978 Chevy van/camper, runs great, needs little work, \$500 or BO; 18" Old Town Tripper canoe, \$200 firm; W/D, \$50/each; 25" color console TV, \$75. Call 871-1361 after 2 PM.

### FOR RENT

Near MMC new owner occupied building. 2 BR unit, private entrance, dishwasher, storage, hardwood floors. \$595/mo. heat, hot water incl. Call 775-0763.

Town house, Ocean Park, private 2 BR, 1 1/2 bath, Monitor heat, 1/2 mile to beach, pool, tennis. 15 min. to MMC. \$650/mo. Call 283-1604 after 4 PM.

S. Portland, Meeting House Hill. 2 BR, 1 1/2 bath, 1 car garage, all appliances, central vacuum, oil heat. \$725/mo. + utils. Call 767-1936.

Wellstone condos. 2 BR, 1 1/2 bath townhouse, Portland. Monitor heat, full basement, W/D. \$725/mo. + utils. Call 854-2135.

Neal St. near MMC. Completely renovated 2 BR apt., deck, fenced back yard, gardening. W/D hook-up. Pets considered. \$550/mo. incl. heat/hot water. Call 871-7173.

West End, 2 BR apt., hardwood floors, DR, use of W/D, off-street parking. \$575/mo. + sec. dep. heat and hot water incl. Call 761-1936 or 775-0523.

1 BR apt., W/W carpet, garbage disposal, Monitor heat, parking. \$475/mo. + utils., sec. dep., lease. Call 797-2938.

2 BR townhouse style apt., near Morrill's Corner. W/D hook-up, dishwasher, garbage disposal, W/W carpet, parking, Monitor heat supplement. \$625/mo. + utils., sec. dep., lease. Pets negot. Call 797-2938.

### ROOMMATE WANTED

F to share owner occupied home. W/D, hardwood floors, parking, enclosed porch. \$260/mo. + utils. Sec. dep. and refs. Call 797-9424.

1 or 2 F to share 4 BR home. W/D, back yard. \$375/mo (2 BR and 1/2 utils.) or \$275/mo. (1 BR and 1/3 utils.) Call 797-2405.

F to share 2 floor apt. Own BR and bath. Near Gorham Village, heated, HBO. \$350/mo. + 1/2 elec. Call 839-8101.

M/F to share 2 BR apt. West End. \$250/mo. + oil heat cost. Call 871-8068 or x6067.

The deadlines for announcement-length items and **MARKETPLACE** ads in *What's Happening* are January 26 for the February 9 issue and February 9 for the February 23 issue. All items must be in writing.

### CHILD CARE

Babysitter/housekeeper needed occasionally for early mornings. \$9/hr. Call 797-3784.

Day care avail. in my licensed North Deering home. Call 797-5586.

### WANTED

RN/LPN interested in working with a 31 YO F w/MD on a ventilator. In her Portland-area home. 8 AM-4 PM and 4 PM-11 PM, 7 days/week. Call 828-4800.

Homes to wallpaper or paint. Free estimates, special winter rates. 25 years exp. Exc. refs. Call 892-6186.

The Employee Activity Committee will meet February 23, from 1500--1600, in Dana Center Classroom 9. If you'd like to be a member of this group and help plan events for MMC employees, plan to attend!

If you'd like to register to exhibit at the **Employee Arts & Crafts Show**, March 17, in the Dana Lobby, contact Tom Linehan, x4164. The Show is sponsored by the EAC and the MMC Arts Committee.

### 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!



## What's Happening at MMC

- Feb. 14 *A Fair of the Heart*, 1000-1500, Dana Lobby.  
 Feb. 23 EAC meeting. Dana #9, 1500-1600.  
 Mar. 17 **Employee Arts & Crafts Show**. Dana Lobby.

February 14 is coming, and bringing with it  
 affairs of the heart and Valentine's Day  
 and *A Fair of the Heart*!  
 Plan to think of your own heart  
 and come to the Fair!  
 Watch here for details!



DECEMBER WAS "retirement" month in Psychiatry. The retirees were honored at a coffee: from left: Jacquelyn Robinson, RN/LSAC, Edward Robinson, MD, and Jean Talbot, CSW/IP. A/V Photo.

## About People

• **Karen Tolan, RN**, has been appointed Assistant Head Nurse in the Operating Room. She received her nursing diploma from St. Elizabeth's Hospital in Brighton, Massachusetts. She is now matriculating in the RN to MSN program at the University of Southern Maine. Tolan has practiced surgical nursing for twenty years. She has practiced in MMC's OR for the last two years.

- ☐ 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.

## Dial S - O - U - P (that's x7687)

to find out what's for lunch!  
 You'll hear a recording of the  
 day's specials in MMC's  
 Coffee Shop.

## NEW EMPLOYEES

**EMERGENCY MEDICINE:** Sarah Blackwood, Mary Thibodeau

**ENDOCRINOLOGY:** Michelle Morin, Kathie Watts

**ENVIRONMENTAL SERVICES:** Jason Everett

**FOOD SERVICES:** Julie Murphy, Robin Goulet

**MMCRI:** Tatiana Andjus

**NURSING:** Martha Boothby, Donna Dobbins, Kathryn Hoffman, Rebecca Kurtz, Daleleen Leighton, Jo Ann Palmacci-Johnson, Kimberly Otis, Melinda Rankin

**OUTPATIENT CLINIC:** Jennifer Vassallo

**PATIENT ACCOUNTS:** Lisa Dunsmoor

**PSYCHIATRY:** Denise Gaal, Kristen Woodberry

## Drop in for fitness!

Drop in for an Enerjoy class  
 at McGeachey Hall on  
 Mondays, Wednesdays,  
 and Fridays  
 12:10 - 12:50 PM  
 Pay as you go.

NON-PROFIT ORG.  
 U.S. POSTAGE  
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