

What's Happening

a newsletter for the employees of Maine Medical Center

April 21, 1993

Vol. 24, No. 8

Rehabilitation services gains new manager

Maine Medical Center and New England Rehabilitation Hospital of Portland and its parent company, Advantage Health Corporation, have filed a Certificate of Need application proposing creation of a consolidated rehabilitation facility. As a part of the planning process, the Medical Center and Advantage Health have agreed to a management contract providing a manager for rehabilitation services. Under the contract, Wendy Osgood, PT, will become MMC's on-site rehabilitation services manager on April 21.

"The goal is to bring the rehabilitation services operation styles of New England Rehabilitation Hospital of Portland and MMC closer together," says Associate Vice President for Clinical Services Michael Ryan. "As we prepare for a joint venture setting, both hospitals are of one mind in that regard."

What does a management contract entail? Advantage Health Corporation will supply the on-site manager, who functions in every way like an administrative manager of rehabilitation services. Like other clinical administrative directors, Osgood will report to and work closely with B. Cairbre McCann, M.D., Chief of Rehabilitation Medicine, and Ryan.

Richard Balser, MMC's Rehabilitation Medicine Administrative Director, will continue at MMC with responsibility for the successful Hospital Industries Program, which has grown since 1981 into a nationally known and respected model for rehabilitation. He will also function as Division Director for Rehabilitation Counseling within the Rehabilitation

OSGOOD, SEE P.5

Mitchell tells MMC audience about reform

Senate Majority Leader George Mitchell told a gathering at Maine Medical Center on April 6 that if the American healthcare system is to be reformed, it will have to be done on a state-by-state basis. Senator Mitchell told the group of 200 — composed of Maine Medical Center physicians and trustees from the three Portland hospitals — that national reform must have enough flexibility to allow states to adapt it to their unique needs.

"Managed competition," one of the key concepts being promoted by the Clinton administration, may not work in states like Maine, the Senator said. He believes that many areas of the state do not have adequate popula-

MITCHELL, SEE P.4

MMC Trustee hears from Clinton task force

MMC Trustee Bettsanne Holmes participated last week in a high-level briefing with the President's Task Force on Health Care Reform. Mrs. Holmes was invited to the briefing as chairman of the board of Volunteer Trustees, a national organization of hospital governing boards. She was one of 25 trustees from communities across the country representing the organization at the briefing.

The hour-long session was led by Robert Berenson, M.D., a member of the task force headed by Hillary Rodham Clinton. The trustee group heard highlights of the reform plan, which is still under development.

Speaking on behalf of the group, Mrs.

HOLMES, SEE P.6

Celebrate our Volunteers! See p.4.

MMC wins Blue Ribbon recognition

Maine Medical Center's participation in the Summer Youth Employment and Training Program has been recognized as a Blue Ribbon effort by the New England Healthcare Assembly. The entry to the annual competition was in the form of an article on the program from the Fall 1992 issue of *Friends*, the newsletter of the Friends of Maine Medical Center.

James Dolph, President of the New England Healthcare Assembly, said in making the award that "the article *Summer Employment for Youth with Disabilities* shows your organization's commitment to innovation and creativity in improving healthcare delivery."

MMC's SYETP efforts, a Hospital Industries Program, was an exhibitor at NEHA's March Annual Meeting in Boston. This provided further recognition of Maine Medical Center's commitment to youth with disabilities and will perhaps be the beginning of involvement of other healthcare institutions in a similar program.



Maine Medical Center's
Children's Miracle Network
presents

THE TELETHON KICK-OFF GALA

Saturday, April 24
8:00 PM -- 1:00 AM
One City Center

featuring
"The Great Beginnings Reception"
and
The Incredible Diamond Silent Auction
Dancing to the music of
Cool Shade of Blue

\$25.00 per person
10 for \$200.00
For ticket info, call 871-2101.

Share your magazines

Your already-read magazines can be enjoyed by patients. Bring them to the Volunteer Services Office to be used on the Book Cart.

Incidents a reminder to secure belongings

A recent incident on R2 at Maine Medical Center demonstrates the need for all employees to think about securing their belongings and preventing theft. When three youths were seen wandering in Labor and Delivery, staff called Security.

While an officer was responding to that call, Security got another call that a theft had occurred in Maternity. Two employees followed the thief as he left the hospital. Security staff caught up with the thief a few blocks away and detained him until the Portland Police arrived. A stolen wallet was recovered.

The 17 year old thief was already on probation for several similar incidents and, it turns out, he was one of the three boys seen earlier. During the previous week, five other thefts occurred on the same floor. It is believed that the 17 year old may have been in the hospital numerous times with the intent to steal.

This incident, as well as other similar episodes, points out that there are those who view MMC as an easy location to take advantage of unsuspecting employees and patients who prove too trusting.

It's fortunate that there was a witness to this recent theft and that Security was able to respond quickly to apprehend the thief. An employee's wallet -- with cash, credit cards, and personal papers -- was recovered.

This entire incident reminds us that, as employees, we need to report suspicious activity and strangers seeming to wander the halls, and, most important of all, each one of us needs to keep belongings secure while at work.

Good Citizens

Volunteerism is good for all of us

Name John S. Brennan

Title Dietary Aide

Department Food and
Nutrition Services



What kind of volunteering do you do? I volunteer by serving as the Chief of the Westbrook Fire Department's Junior Firefighters Program. I have completed extensive training that qualifies me to ride on all fire apparatus, in full gear, to the scene of every type of emergency. As a first responder, I have covered car, truck, and motorcycle accidents; child births; domestic violence; drownings;; search and rescue operations; psychiatric emergencies; and death scenes of every type and description.

How long have you been at it? For the past three years.

How much time do you spend volunteering? Thirty or more hours a month.

What interested you in volunteering? I have a strong interest in emergency medicine and plan to major in nursing when I enter college in the

Fall of 1994. The Junior Firefighters' Program offers me the opportunity to examine medical emergencies from their origin.

Have you had any other volunteer experience? I am currently completing an 18 week Emergency Medical Technician program at Southern Maine Technical College. In order to meet the requirements of an EMT license, I also serve as a volunteer with Westbrook Rescue.

Why do you volunteer? The Youth Ministry Planning Team at my church and my high school are strong advocates of community service. Whether it's working in area soup kitchens, delivering food baskets, working with the elderly on a medical ID bracelet program, or teaching fire prevention in grades K through 5, volunteering gives me a great deal of personal satisfaction by simply knowing that I've done something to help others.

Would you encourage others to volunteer? I would encourage others to volunteer because there are so many people in the Portland area who need our help and understanding. A few hours a month may not seem like much of a commitment, but your time and effort can make an important difference in another person's life.

If you'd like information on a range of volunteer opportunities in the community, call Sandy Cranford, MMC's Director of Volunteer Services, at 871-2205. Get involved!

The Department of OB/GYN
and
MMC OB/GYN Associates
cordially invite you to attend an
Open House
at their new facility

Friday, April 30
3:30 - 6:30 PM

482 Payne Road
Scarborough

Catch MMC's *Healthviews*

If you missed *Healthviews* Friday, April 16, you can still catch it. In this month's program, "More Convenient, Less Costly," speakers will discuss MMC's same day admit programs and the shift to outpatient services. Immediately following will be a short subject on mammography screening.

This month only, *Healthviews* will be broadcast one half hour earlier than usual. If you'll be near a television at 9:30 AM, Thursday, April 22, or own a VCR, plan to catch "More Convenient, Less Costly" on Public Cable Channel 37.

Symposium on behavioral programs, interventions

Maine Medical Center's Departments of Family Practice, Medicine, Nursing Services, and Psychiatry, and the Dana Foundation Grant Program, will present "Clinical Training in Behavioral Medicine" on Wednesday, May 5, in the Dana Health Education Center, from 8:30 AM to 4:30 PM.

The symposium faculty include two nationally recognized speakers. Dr. Herbert Benson is president of the Mind/Body Institute, an associate professor of Medicine at Harvard Medical School, and chief of the Division of Behavioral Medicine at New England Deaconess Hospital. He is the author of many publications and books on the subject. Eileen Stuart, MS, RN, is a cardiac nurse specialist and director of cardiovascular programs in the Division of Behavioral Medicine at New England Deaconess Hospital and a senior scientist at the Mind/Body Institute.

Healthcare professionals in many arenas from Maine Medical Center and the community will benefit from this exciting symposium. The focus of the day will be on the relaxation response and its use in the treatment of stress-related disorders, and as a non-pharmacologic intervention in the treatment of certain diseases such as cancer, AIDS, chronic pain, and cardiovascular diseases.

Participants will take away with them information that will enable them to plan and implement behavioral programs in both inpatient and outpatient settings at Maine Medical Center and other sites in Maine.

The morning session is free to all attendees; participation in the afternoon workshops is limited and requires pre-registration. For more information, contact Jennifer Gamon, x2341, McGeachey Hall.

"Clinical Training in Behavioral Medicine" has been approved for continuing education credits for physicians, nurses, psychologists, and social workers.

MITCHELL, FROM P.1

tion or enough providers to support managed competition, which calls for organized groups of providers to compete for customers.

Other features of reform that Mitchell sees as necessary and likely include:

- some elements of global budgets
- a basic set of coverages for all Americans, with the option to purchase more.
- benefits would be "portable," travelling with the person from job to job or elsewhere.

Mitchell declined to predict whether or not there would be price controls, even on an interim basis. He also cautioned that whenever an idea is presented to the Task Force headed by Hillary Rodham Clinton, it is not necessarily "under consideration." Press reports often give the impression that a particular idea is being given more serious consideration than it is.

Mitchell also assured the audience that the basic value of the healthcare system is not under attack in Washington. "There is much that is wrong," he said, "and as in all public debate we tend to focus on the bad. But we should remember that no system in the world is better in terms of quality."

He reassured a questioner that while the Task Force has excluded providers and provider groups such as the American Medical Association and the American Hospital Association from participation, their input has and will be sought. And, he pointed out, all interest groups will have a chance to take part in the debate over any legislation developed by the Task Force.

Mitchell believes that public education may play an important role in healthcare reform, not just in terms of preventive health but in terms of understanding where the money comes from.

"We began in this century to separate the provision of care from the payment for it," he said. "People need to be re-educated to the fact that they *are* paying for care, one way or another."

Quick response in an emergency

I would like to express my sincere thanks to all of the staff members who assisted with the repair, cleaning, and resupply of the Operating Room following the flood on April 2. A special thank-you to the Engineering, Environmental Services, Materials Management, and Central Supply Departments for their quick responses.

Maureen Bien, RN
Head Nurse, OR

Health Matters

Programs Promoting Our Employees' Health

There's a new way to relieve stress and tension. It's a movement system called "FLO." The graceful, fluid motion of the FLO will help you develop overall vitality, strength, balance, and flexibility. It's low impact and easy to use.

Ron Lemire will show you what FLO is and how it can help you at the next *Health Matters* Lunch & Learn, Wednesday, April 28, from Noon to 1:00 PM in Dana Classroom 7.

MMC's volunteers are celebrated this week

In 62 different hospital areas, 621 volunteers gave their time last year for the benefit of Maine Medical Center's patients. They are aged 14 to over 80 and they gave 70,812 hours in 1992. Among our volunteers are 99 Junior Volunteers, fifteen couples, and five dogs!

Volunteers are easily recognized in their pink smocks, gray jackets, or red and white striped uniforms. During National Volunteer Week -- that's *this* week -- they're wearing red cloth Vs, as are the MMC staff who work closely with them.

So to all who volunteer here, and all employees who may volunteer elsewhere, *Thank You!* Your commitment and contributions are important to the patients *and* the staff of Maine Medical Center!

Celebrate Nurses' Week!

Here's a correction to the schedule of *National Nurses' Week* events printed in *Nursing Bi-Line* two weeks ago.

Noon-2:00 PM: Dana Auditorium
Karole Johnson, MSN, RN, P6 HN, *Primary Nurse Team: A Model for the Use of Part-Time Nurses*
Paula White, MS, RN, CCRN, *An Educational Model for the Development of Clinical Reasoning Skills in Critical Care Nurses*
Peggy Gillooly, BSN, RN, ED AHN, *Resource Utilization to Improve Customer Satisfaction in the Emergency Department*

OSGOOD, FROM P.1

Department. In addition, Balser will handle special project assignments for Ted Laliberty, Vice President for Operations.

Osgood has been with Advantage Health Corporation for a number of years, at New England Rehabilitation Hospital in Woburn and at New England Rehabilitation Hospital of Portland. Most recently, she established a rehabilitation unit at Mid Maine Medical Center in Waterville for Advantage Health. Osgood has also developed a business plan for managing an inpatient rehabilitation unit and ambulatory services for Berkshire Medical Center, Pittsfield, Massachusetts.

Osgood received her Bachelor of Science degree and Certificate in Physical Therapy from Ithaca College, Ithaca, New York, in 1981. She holds a Master of Science degree in Business from Husson College. She is a member of the American Physical Therapy Association, in the Administration, Orthopedic, and Sports Medicine sections.

Advantage Health Corporation, based in Woburn, Massachusetts, is the largest provider of rehabilitation services in the Northeast. The corporation owns three rehabilitation hospitals, manages seven rehabilitation services in acute care settings, and operates eleven outpatient rehabilitation centers.

In her new role, Osgood will work closely with Dr. McCann and the Division Directors in Rehabilitation Medicine to assess the program and further its goals as MMC moves in the direction of a new rehabilitation facility.



THESE EMPLOYEES were among those who brought healthcare screenings and information to co-workers at "A Fair of the Heart." A/V Photo.

"A Fair of the Heart" a worth-while effort

On March 30, "A Fair of the Heart" workers gathered on R9W to enjoy coffee, danish, and praise for a job well done. It was also an opportunity to discuss next year's event and share ideas for improvement.

Conceived and directed by R9W nurses as a way to bring heart healthy information to the MMC community, "A Fair of the Heart" has become a Valentine's Day tradition.

With strong Administrative support, the program has expanded to include services from Food and Nutrition Services, the Lipid Clinic, Pathology and Laboratory Medicine, and the Pulmonary Department. As Fair participants, over five hundred of our MMC colleagues became our customers; they received information from physical screenings and on-site teaching to incorporate wellness behaviors into their lives.

All of those involved agreed that the hard work and planning of "A Fair of the Heart" pay off in terms of improved health for Maine Medical Center's employees.

Nursing reception planned

MMC nursing staff are invited to a *Nurses' Week Reception*. Stop by the Dana Lobby on Tuesday, May 4, between 2 and 4:00 PM, to recognize and thank the nurses sharing their research in poster and oral presentations during Nurses' Week.

Training programs you can register for

There is still space in several courses for MMC employees this Spring. Written registration is requested. Program registration forms are available through your department, outside the Cafeteria, from the Human Resources Department receptionist, or from the Office of Training and Development, x2824. A separate form is needed for each program you wish to attend. Registration is first come, first served.

Supervisors and managers may still register for Human Resources Overview courses: *Compensation*, *Employee Benefits*, *Safety*, and the *Selection Interviewing Workshop*.

Any employee may register for these Open Enrollment Programs: *Introduction to Myers-Briggs Type Indicator*, *Marketing your Job Skills*, *Money: Does it handle you or do you handle it?*, *Project Management*, *Sexual Harassment in the Workplace*, and *Teaching & Coaching Skills*.

HOLMES, FROM P.1

Holmes urged the White House to build reform on the voluntary, community-based health care system, because "voluntarism is one of the unique features that has made our country strong."

While the trustees were in agreement that some health care cost containment efforts are necessary, Mrs. Holmes said that "whatever we do, it must focus on the expense side equally and fairly, so that the viability of the voluntary health sector is not eroded."

Mrs. Holmes is a past president of the Maine Medical Center Board of Trustees. She is active in trustee organizations both in Maine and nationally.

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

Pure Maine Maple Syrup, quarts-\$11.50, pints-\$6.50, 12oz.-\$5.25, 8oz.-\$3.95. Call 874-2471 or 353-4090 to place your order.

10 pc. black wrought iron patio furniture, \$150. Call 784-5884.

4 BR, 2 bath home in S. Portland. New Anderson replacement windows and furnace. Near schools, beaches, shopping. \$108,000. Call 767-2990.

Fisher Price car seat, \$25; Fisher Price bed rail, \$10; 2 baby gates, \$15/each. Call 767-2990.

Full size stove and refrig. Harvest gold, good cond. \$100 for the pair. Call 998-2887 after 5 PM.

1987 19.5' Stingray Bowrider, 250 Microcruiser V8, I/O, full canvas, stereo, VHF radio, depth finder, fish finder. Needs approx. \$975 worth of lower unit work. Appraised as is for \$10,000. Asking \$6,000, firm w/trailer. Call 499-7911.

Fresh pork. Call 655-4847.

Sears Kenmore refrig. 19.3 cu.ft., icemaker, 3 YO, like new, almond color, \$300 or BO. Kerosun kerosene heater, 9300 BTU, perfect for camp, \$60. Call 871-9341.

1 YO cape, potential for 3 BR, 2 bath. Unfinished upstairs. Paved drive, some prof. landscaping, garden. \$109,000. Call 839-8374.

Portland, West End. Victorian 9 room, 6 BR, 3 bath townhouse w/3,500 sq.ft. living space. Updated. New bath, K and copper roof work. Possible home/office for practitioner. Call 773-4216.

1979 MG convertible, Hunter green. 50 K miles, Exc. cond. \$4,100 or BO. Call 767-3745.

23" ComPac sloop, roller furling, diesel inboard, trailer, many extras. Great family weekend cruiser or day sailer. Very stable. Bristol cond. Asking \$10,800. Call 878-5708 eves.

Winston terrace furniture set, round glass top table w/4 chairs, bar cart, sofa, side chair, 2 end tables, and rocker w/ottoman. Asking \$1,200. Call 781-2023 eves.

FOR RENT

S. Windham, 1 person apt., N/S, no pets, 1 BR, LR, kitchen, new carpet, private entrance, 2nd flr. of private home. Easy commute to Portland. Call 892-3558.

3 BR Victorian bungalow w/yard & gardens, HW flrs., porch, new appliances. Avail. 5/1 or later, 1+ yr. lease avail., \$850./mo. Call 879-1616 eves., 725-1770 msg. & days.

West St. Modern, 2 BR apt., Heat, hot water incl. 1-2 adults. Parking, no pets. Sec. dep., and refs. \$595/mo. Call 772-7100.

Effic. near MMC. Utils., parking incl. Furnished or unfurnished. N/S, no pets. Call 775-6373 or 998-2373.

1 BR apt. outer Forest Ave. Parking, backyard, patio, W/D. \$350/mo. Call 772-3475.

Cottages, Wolfboro, NH. Beach, indoor/outdoor recreation.

The deadlines for announcement length items and **MARKETPLACE** ads in *What's Happening* are
May 5 for the May 19 issue
and
May 19 for the June 2 issue.
All items must be in writing.

Call 603-569-6536.

1 BR Victorian condo w/pumpkin pine floors, deck, laundry, 10 min. to MMC. Free coal heat. \$475/mo. + sec. dep. and refs. Call 774-4501.

2 BR apt., sunporch, storage, waterviews, dead end, yard, parking. No dogs. 10 min. to MMC. \$540/mo. + utils. Call 856-0138.

1st floor and basement, 1 BR, K, LR, bath. \$400/mo. Heated. Call 854-5766.

1-2 BR apts., on-site parking, laundry, deck, yard. Easy access to I-295 and Back Cove. 5 min. to MMC. \$425-475/mo. Call 767-5450.

2 BR, new K, hardwood floors, bay windows, deck, W/D hook-up, nice area. \$550/mo. + utils. Call 892-8209.

3 BR, 1 1/2 bath, furnished house, 5 blocks from MMC. Yard w/garden. Public pool nearby. \$750/mo. incl. utils. N/S, no pets. Refs. Avail. 6/10-9/1. Call 774-3299.

Sunny Peaks Island cottage. Close to ferry, ocean view, sleeps 10. June and Sept., \$300/wk.; July and Aug., \$400/wk. Plenty of weeks avail. Call 799-2579.

ROOMMATE WANTED

M/F to share 3 BR ranch in Hollis \$60./wk. Call 727-4805 eves.

To share spacious 2 BR near Willard Beach, W/D, big closets, lots of windows, \$290/mo. Call 767-3760.

M/F, N/S to share ocean park beach house, 2 BR, breakfast nook/bar. 20 min. to Portland, 2 blocks to beach. Parking/storage avail. \$300/mo. incl. utils. Call 934-4028.

F, N/S, to share 2 BR apt. Oil heat, hardwood floors, 3rd floor, storage, W/D. \$265/mo. + 1/2 utils. Call 879-3137 days, or 761-0718 eves.

M/F, N/S to share house near Payson Park. Off street parking, W/D, cable. \$350/mo. + 1/2 utils. Call 871-9341.

CHILDCARE

Mother of 1 would like to babysit at my place days. Main St., Gorham. Call for info. 839-6304.

Teenage babysitter wanted for 8 mo. old. Must have refs. Call 767-3618 after 5 PM.

WANTED

Large, 1 YO male short-haired dog, similar to Lab, Dane, Doberman, free to good home. Two children with 10 priv. acres anxiously await. Call 883-9607 anytime.

What's Happening at MMC

- Apr. 19 *National Volunteer Week* begins. See p.5.
 Apr. 21 *National Secretaries Day*. Special Secretary Forum Luncheon, Noon - 1:00 PM, Dana Lobby.
 Apr. 24 **Telethon Kick-off Gala**, 8:00 PM - 1:00 AM, One City Center. See p.2.
 Apr. 26 **Kids Photo Contest** begins. Through May 1. Benefits Maine Medical Center's Children's Miracle Network. Call x2101.
 Apr. 28 *Health Matters Lunch & Learn, "FLO."* Dana #7, Noon - 1:00 PM. See p.5.
 Apr. 30 **Healing Information: Patient Education**. *Phillips M. Payson Nursing Lecture*. Dana Center, 8:00 AM - 4:00 PM. Call x2734.
 Apr. 30 Dept. of OB/GYN and MMC OB/GYN Assoc. **Open House**, 3:30-6:30 PM. See p.3.
 May 3 *National Nurses' Week* begins. Events scheduled all week.
 May 4 Nurses' Week Reception, Dana Lobby, 2 - 4:00 PM. See p.6.
 May 5 *Clinical Training in Behavioral Medicine*, Dana Center, 8:30 AM - 4:30 PM. See p.4.



WE DON'T THINK it's happened here before, but on March 30, cousins were born at MMC at the same moment! A daughter was born to John and Karen Mokarzel, left, at 6:32 AM. Rick Marsters and Missy Mokarzel, left, became the parents of a baby boy at...6:32 AM! Missy and John are brother and sister. Karen is a registered nurse here. Jack Milton Photo, Portland Press Herald.

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

NURSING: Natania Piper
MIS MAINTENANCE: Steven Damon
EMERGENCY DEPARTMENT: Linda Jackson-Phillips, James True
PHARMACY: Michelle King
ENVIRONMENTAL SERVICES: Nathan Burrill, Mark Dick, Allyson Laskey
ADMITTING: Maryellen Mahoney-O Neil
RADIOLOGY: Juliann McCloud
PSYCHIATRY: William Nevins
PEDIATRICS: Beverly Stanley, Christie Smith, Amy Doliviera
OB/GYN: Kimberlie Parent

April is Occupational
Therapy Month

Help us celebrate!

*Occupational Therapy
means Independence*



Maine Medical Center's
**Children's
Miracle Network**

The Telethon is coming, June 5 and 6!

- ☐ 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

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