

# What's Happening

a newsletter for the employees of Maine Medical Center

March 25, 1992

Vol. 23, No. 7

## Questions and answers for utilization review

Maine Medical Center management has spent a great deal of time and thought a lot about starting a utilization review program. This effort involves, not only all of our employees who are enrolled in the health insurance plan, but most of our Medical Staff as well. To ask some "outsider" to review our practice is difficult, but, we think, necessary.

The cost of healthcare has gone up for all of us. We know that a utilization review process has helped contain costs in other health plans and, if the right reviewing company is used, this review need not lessen the quality of the care we have all come to appreciate with our MMC Health Care Plan. When we are able to contain the costs and at the same time retain the quality of care, all of us are winners. We can hold down the premiums all of our employees pay. The Medical Center will spend

UTILIZATION, SEE P.4

## MMC and city join forces to help neonates

The odds in favor of critically ill newborns and infants in southern and central Maine improved recently, as Maine Medical Center and Medcu began a unique interhospital neonatal transfer service. The city/hospital partnership provides a specially-equipped ambulance and a team of neonatal specialists to bring infants to and from MMC's Level III Neonatal Intensive Care Unit (NICU) — the only one of its kind in Maine.

The hospital expects about 220 transfers each year, bringing patients for the advanced care at MMC and returning them to less-intensive nurseries in their local hospitals when appropriate. The transfer service will also make about 30 trips to and from Boston with those patients who require the highly specialized care available there.

Medcu was chosen to provide the service  
NEONATES, SEE P.2



Medcu and NICU personnel demonstrate how the transport program will work. Paramedics Sylvia Hull and Stephen MacDonald lift the transporter into the vehicle where Janice Lee, RRT, and Leslie Fecteau, RN, are waiting. Finally, when Dale Kessler, M.D., and Neonatal Nurse Clinician Carole Messenger-Rioux, RNC, board the ambulance the team is set to roll. A/V Photo.

Circus of the Stars is coming! Reserve May 5 or 6 for an evening of variety!



The Maine Society for Healthcare  
Human Resources Administration  
is pleased to announce  
the availability of the

***Gerard R. Berube Scholarship***

in the amount of \$500.00

Applicants must be employed by a MSHHRA member facility and enrolled in an accredited health career program. Interested applicants should call Training & Development, x2824, for application forms. Applications must be returned to Training & Development no later than June 30. The award winner will be announced during the month of August.

**NEONATES, FROM P.1**

for MMC because of the quality of their vehicles and crews, according to MMC's Associate Vice President for Clinical Services, Michael Ryan. Chief Martin Jordan of Medcu says his department will bill patients and insurance carriers, so there will be no net cost to the city.

NICU Head Nurse Barbara Fleming-Reckitt, RN, says that having a team from MMC go to hospitals to pick up babies will solve some long-standing problems for referring hospitals. "If a pediatrician in a small town has to travel to Portland with a baby," she explains, "he has to cancel office hours for the rest of the day and leave his community with sometimes dramatically reduced physician coverage. We're excited about this program not only because it brings a new dimension to the care we offer, but because it can reduce that kind of hardship in the communities we serve."

The MMC team consists of either a neonatologist (a physician specializing in the care of critically ill newborns), or a neonatal nurse specialist, and a registered nurse and a respiratory therapist from NICU. They will respond within thirty minutes, travelling in a specially equipped ambulance with a dedicated cellular telephone. The transports will all be within a two-hour drive of Maine Medical Center.

## The postage savings keep growing

Last July we told you about the savings MMC departments had achieved using the third class bulk postal rate for their mailings of brochures, announcements, newsletters, and other non-personalized items. At that time, the savings for May 1990 to May 1991 were a whopping \$19,183.68.

The savings have grown even more since then! As of December 1991, the total had climbed to \$28,516.49. Mail Room Supervisor Sandy Walling says "We're considerably ahead of last year. In January and February of 1992, departments saved \$4,582.21; that means we're 21 percent ahead of the same period for 1991!"

### The Portland Jaycees Present

#### *Rites of Spring Fling*

Saturday, April 11, 1992

The Sonesta Hotel Grand Ballroom  
157 High Street, Portland

to benefit  
Maine Medical Center's  
Children's Miracle Network

Hors d'oeuvres 7:00-8:00 PM  
Dancing to the Port City Allstars  
8:30 PM-12:30 AM

\$20 per person  
For tickets, call 871-2101

Creative Black Tie

Maine Medical Center's  
Children's Miracle Network program raises funds for programs and services to provide quality healthcare, in order to meet the needs of all children, regardless of their illness or injury. Every dollar raised locally stays here in our community.



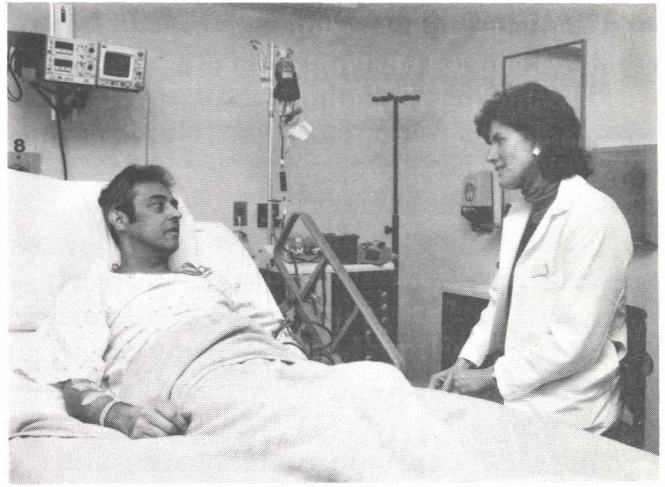
## Then and now

March is National Social Work Month. It also marks a time when the Social Work Department at MMC has been in existence for over 60 years. Looking through historical data, it is interesting to reflect on the similarities and differences between the Social Work Department of the 1920s and today.

In the 1920s, the staff consisted of a director who was the only social worker in the department. A typical day for her would involve a review of admissions, visits to patients on the units, discussions with public health nurses, provision of financial assistance, support of a fearful patient in the operating room, and consultation with other staff to integrate the social formation into the treatment plan.

Today MMC's Social Work Department is staffed by a director, nineteen medical social workers and three support staff. The supportive and resourceful function of the social worker remains, but the "friendly visitor" image of the past has evolved into the role of social workers as professional healthcare workers with specialized areas of expertise. A day in the lives of the social workers in 1992 may involve running a support group for patients and spouses of cardiac surgery, assisting a family to cope with the high-tech environment of the Neonatal Intensive Care Unit, giving an HIV positive patient an opportunity to grieve over a new diagnosis, coordinating a

nursing home placement, providing counseling in the Outpatient Clinic, and assessing for abuse when a child is brought to the Emergency Department. *File - Soc. Work Diaplan*



**SOCIAL WORKERS** like Nancy Lord, LMSW, are part of MMC's healthcare team. A/V Photo.

Regardless of the area of specialization, social workers are an integral part of the transdisciplinary healthcare team. As medical technology continues to become more complex, patients and families are being required to make increasingly difficult decisions about treatment options, discharge plans, and quality of life issues. Social workers from the '20s to the present continue to share a commitment to assist patients and families with adjustment to illness and disability, problem solving, and optimal discharge planning. The ultimate goal will always be to strive for self-determination and the highest possible quality of life.

### *2nd Annual Cancer Symposium* **Colorectal Carcinoma**

Friday, April 3  
7:45 AM - 4:15 PM  
Dana Health Education Center  
featuring  
Frederick Ackroyd, M.D.  
Massachusetts General Hospital  
and  
Eric Fearon, M.D.

Johns Hopkins School of Medicine  
Program and enrollment materials available  
from MMC Cancer Registry, x2130.

### *Stone Center Workshop Series* April 11

**Dysfunctional Families and  
Wounded Relationships**  
May 2

### **Relational Development: Therapeutic Implications of Empathy and Shame**

All workshops held on Saturdays from 9:30  
AM to 12:30 PM in Dana Center Auditorium.  
Presented by MMC Dept. of Psychiatry. For  
details and registration, call x2733.



## UTILIZATION, FROM P.1

less money too, and that can help contain the cost to the public. So, as hard as it is to begin this program, we feel everyone can be a winner. And the quality of care provided for all of us need not suffer.

The following questions are designed to help you better understand what utilization review is and how it will work here at MMC.

### **Q. What is utilization review?**

**A.** Utilization review is a process designed to review hospital admissions and work with your physician to identify the most cost effective treatment without compromising quality.

### **Q. Why is MMC implementing a utilization review program?**

**A.** MMC is committed to providing you with quality healthcare benefits that are affordable. With the increasing cost of healthcare, the cost of MMC's plan has also continued to increase. Controlling these costs is important so that we can continue to provide a quality healthcare plan.

Participation by you and your physician in the utilization review program is part of the way we can share in controlling cost and helping to accomplish our goal, that of providing a high quality healthcare plan at an affordable price.

### **Q. Will my doctor be notified of the utilization program?**

**A.** Yes. The Executive Committee of the Medical Staff has been involved in the selection of the utilization review company, Peer Review Analysis, Inc. (PRA), of Malden, Massachusetts. Members of the Executive Committee of the Medical Staff have visited the offices of PRA in Malden and feel confident that a good working relationship can be developed with them. Providers, both doctors and hospitals, will receive a letter explaining the program.

### **Q. Under what circumstances should PRA be contacted?**

**A.** *Pre-admission Certification* (Elective or Non-emergency admissions): at least seven days prior to inpatient stay.

*Emergency admissions:* within 48 hours after

the admission.

**Maternity:** both six months prior to due date and within 48 hours after admission.

### **Q. What is the pre-admission hospital review program?**

**A.** The primary purpose of the pre-admission hospital review program is to bring more information regarding planned hospital treatment to the patient and attending physician. Notifying the hospital before admission starts a process that continues throughout your stay.

This review process helps everyone look at what will provide you with the best care and what can be done to make that care the most cost effective. If continued care is necessary after your hospital stay, the utilization review company can help plan for this as well.

### **Q. How does the pre-admission program work?**

**A.** You, or your physician's office, must call PRA when you know that you will be going into the hospital.

A registered nurse from PRA will attempt to call the patient with the determination. The patient, attending physician, and hospital will also receive written notification of all approvals within three days after you call.

If there are questions about the admission, a PRA physician advisor will consult with the attending physician.

### **Q. What if my hospitalization is an emergency?**

**A.** In case of an emergency hospital admission, you need to notify PRA by telephone within 48 hours at 1-800-227-1464. If you are not able to do this, your physician, family member, or the hospital can notify PRA for you.

### **Q. What happens if my doctor and the reviewing doctor don't agree?**

**A.** There is an appeal procedure to be followed.

### **Q. Where can I get more information?**

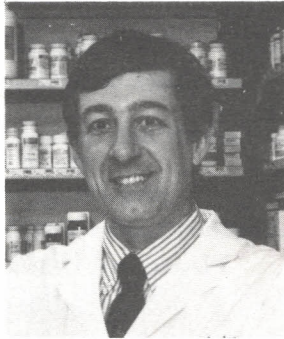
**A.** There are several meetings scheduled for employees on March 26 and 27. Representatives of PRA and members of MMC's Benefits Staff will be at these meetings to answer your questions.



## Good Citizens

*Volunteerism is good for all of us*

**Name** Daniel Lambert,  
RPH  
**Title** Hospital Pharmacy  
**Department** Pharmacy



**What kind of volunteering do you do?** I volunteer as a member of my town rescue squad, Cumberland Rescue.

**How long have you been at it?** One year.

**How much time do you spend volunteering?** Members are called whenever they're available. It could be once a week, it could be five times a week. It might also be at 2:00 AM.

**What interested you about helping others?** I wanted to give something back to the town. I took my skills as a pharmacist and used them in a related area.

**Have you had any other volunteer experience?** No.

**Why do you volunteer?** The rescue squad provides the "esprit de corp" that develops in a small group. It's also very goal-oriented. You're called, you do the job, and the people are happy that you were there. People are happy to see you when you walk in the door.

**Would you encourage others to volunteer?** I would encourage others to look for an area that complements their skills, like I did. It provides great satisfaction, it provides a change in your daily schedule.

To volunteer in your community, call United Way's Volunteer Center, 874-1015.

*Robert M. True, M.D., Symposium  
Update on Screening and  
Prevention in Family Practice  
Friday, April 17*

For further information, call 871-2875.  
Sponsored by Department of Family Practice.

## MMC Library holds much more than books

*Information Comes in many Media* is the theme of the National Library Week celebration, April 5-12. Visit MMC's Library and Media Center to see how the topic "Heart Surgery" is represented in many formats, from historic pictures and equipment to books, journals, slides, videotape, and computer simulation.

Match your wits with the Library's contest writers!

## Summer is for Junior Volunteers

Volunteer Services is now making plans for its Junior Volunteer Summer Program. Teenagers, aged 14-17, who have an interest in spending part of their summer giving service to the hospital and learning more about hospitals and health careers are encouraged to arrange now for interviews.

Volunteer opportunities are varied. Juniors may be assigned to Admitting, the Book Cart, Coffee Shop, Central Services, Flower Delivery, Nursing Units, Pediatrics, and other areas as needed.

The summer program runs for ten weeks from Monday, June 29, through Friday, September 4. Volunteers must be willing to commit themselves to one full day each week in the hospital, 8:00 AM-4:00 PM, for at least eight weeks. Attendance at three Saturday morning training and orientation sessions is also required (June 6, 13, and 20).

Potential volunteers will be interviewed during school vacation week, April 21-24, and after school the following week by appointment only. The number of Juniors accepted in the program depends upon needs within hospital departments. There may be times when the number of applicants exceeds the need, and all who apply may not be accepted.

For further information or to arrange for an interview, prospective volunteers should call Volunteer Services, 871-2205.



## Your ideas, and your health, matter

The *Health Matters* Committee invites your comments about its *Lunch & Learn* series.

Have you ever attended a *Lunch & Learn*?

Yes ☐ No ☐

Is Wednesday the best day for you to participate?

Yes ☐ No ☐

If not, what day would be better?

Is the Dana Center a good place for these offerings?

Yes ☐ No ☐

Is Noon to 1:00 PM a convenient time for you to attend *Lunch & Learns*?

Yes ☐ No ☐

If not, what would be the best time?

11:30 AM ☐ 12:30 PM ☐ Other \_\_\_\_\_

How much time do you have for lunch?

1/2 hour ☐ 1 hour ☐

Are *Lunch & Learn* topics usually of interest to you?

Yes ☐ No ☐

What topics would you like to learn more about?

Please put this interest survey in the "Ask Away" box near the Cafeteria, by the *What's Happening* boxes. Your answers will help the Committee select the topics *you* want to hear about and the times and days most convenient for you to learn about *Health Matters*!

## EAP Advisory Committee seeks employee members

The Employee Assistance Program is recruiting employees with an interest in serving as members of the EAP Advisory Committee. This committee will be comprised of appointed supervisors and managers along with four employees representing various work areas in the hospital.

The committee's primary responsibilities will include advising the EAP Manager on major policies, procedures, and new initiatives. It will also provide objective program evaluation and promote the program within MMC. Employees selected for committee membership will attend four meetings a year, and serve rotating terms with an initial commitment of either two or three years. Employees must obtain supervisory approval before selection as a member.

Those employees interested in joining the EAP Advisory Committee may contact Linda, x2823, by April 10 to receive an information sheet. Any questions pertaining to the committee may be directed to Patty Langkopf, EAP Manager, 761-8345.

## Ask Away!

Rebecca Dunbar, who works in Chemistry, Pathology and Laboratory Medicine, asks:

*Why aren't our photo IDs ever updated? I have been employed at MMC for almost fifteen years now and I still have my 1977 photo ID. I don't think that I even look very much like that photo anymore, so I don't see what use it is as an ID. Is there any chance that some of us "old-timers" could become more "up-to-date" soon?*

The answer is given by David Young, Security Manager: *Traditionally, photo IDs have been updated upon request when employees lost them, married or changed their names, or were promoted and received new titles. Between providing these updates and IDs for new employees, an update policy has never been instituted.*

*A committee is now reviewing the hospital ID policy. Security has plans to retake all employee IDs this year. One of the approved 1992 Security capital programs is to place a card access system at employee entrances. This system will enhance overall security at MMC while still providing convenient after hours access to employees. At present, the plans are to make the card access system part of the ID system. Your photo ID will be the card that activates all card accessible doors. With the new system, we will provide a schedule for replacing employee IDs.*



## 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

3 BR cottage w/water views, Boothbay Harbor. Asking \$132,500. Call 797-0351.

1989 VW Jetta, standard, 4-door, sunroof, AM/FM cassette, new tires, 1 owner. \$7,350. Call 934-1649.

Maytag W/D. Almost new, \$600. Call 775-5080.

1987 Plymouth Voyager LE. 4 cyl., 97 K miles. Good cond. Below book, \$5,500 or BO. Call 846-3507.

Queen-size waterbed mattress bought late December for \$100. Too firm, will sell for \$75. Call 854-2108.

Commodore 64 computer w/2 1541 disk drives, monitor, printer, and 100s of software programs. \$600 or BO. Call 856-0138.

9'x12' Oriental design rug, machine woven in NY. Very good cond. \$150. Call 284-2135.

Black 3-piece Remo drum set. Plus pearl high and cymbal, cowbell. Exc. cond. \$350. Call 284-2135.

Sugarloaf ski lift tickets. Adult all-day, any day pass. \$29/each or 5 for \$125. Call 892-6457, 9AM-8PM.

Piano, upright grand Lester 1920. Good appearance and sound. \$300. Piano stool included. Call 774-2950.

2/3 BR waterfront home, Scarborough. 2 car garage, 2 frpl. 2 decks. \$220,000. Call 883-6683 between 3-7 PM.

### FOR RENT

1 BR, 2nd floor, K, LR, bath w/shower, hardwood floors, laundry, private parking. N/S preferred, no pets. \$500/mo. Heat, hot water incl. Call 797-5553 after 5 PM.

1 BR, sliding glass door/deck. Ceiling fan, off-street parking. \$425/mo., incl. all utils. Call 775-6964.

2 BR lakefront house, Windham. \$600/mo. + sec. dep., refs., lease. No pets. Call 892-6981.

Deane St. 1/2 of 2 family house. 2/3 BR. Redone. Near Law School. \$535/mo. + utils., lease. Call 284-2135.

2 BR house, Ocean Avenue, near Falmouth. W/W carpet, deck, parking, garden space, W/D hook-up. \$650/mo. + utils. Call 773-1192.

1 BR condo, West End, balcony, parking. \$600/mo. incl. all. Call 761-9459.

Wolfeboro, NH, 5 modern cottages on the water. Call 603-569-6536.

2 BR townhouse, Windham, 1.5 bath, W/D hook-up, deck, pool, tennis court. \$630/mo. + utils. Call 892-2407.

1 BR, heated apt., Westbrook. Off-street parking, yard. Call 856-0108. \$500/mo. + utils.

### ROOMMATE WANTED

Room in West End townhouse. \$310/mo. + sec. dep., refs. (incl. all). Call 775-5022 or 326-8810.

M/F, N/S to share heated 2 BR apt. on Eastern Prom. \$250/mo. + 1/2 utils. Call 772-2563 eves.

M/F, N/S to share home at Kettle Cove, deck, porch, W/D,

### Make the deadline!

The deadlines for announcement-length items and **MARKETPLACE** ads in *What's Happening* are April 8 for the April 22 issue and April 22 for the May 6 issue. All items must be in writing.

garage, yard, garden. \$250/mo. + utils. Call 799-8274.

M/F, N/S to share home in Cumberland-Foreside. Room w/private bath. Call 781-7517 or 781-4296.

M/F to share 2 BR townhouse on Neal St. \$450/mo. + utils./neg. Call 775-5080.

### WANTED

Medical transcription work. Will be done on home computer. Pick up and delivery avail. Call 657-2655 after 4 PM.

College grad. seeks room in home during 9-month internship at local hospitals. Intown Portland preferred. Kitchen privileges are desired. Call 603-862-5112 (school) or 445-4318 (home).

Jobs in carpentry, painting, lawn care, odd jobs. Call 773-5367.

Jobs to do. Wooden above ground pools, decks, replacement windows, remodel baths and K. Call 774-9231.

Original version of game "Risk" (with wooden pieces) to buy. Call 773-0588, leave message.

### CHILD CARE

Gorham couple w/3 children seeks person for nanny/light housekeeper position. Babysitting exp., refs., high school diploma, good driving record req. Salary/benefits neg. Possible room and board. 1 year commitment. Call 892-4632, 7:30 PM-9:30 PM.

CARESHARE provider has openings. CPR cert. Portland location. Call 773-1637.

### PLEASE NOTE

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



Remember the Good Ol' Daze?

## College Fair for Adults

We will help you out of your daze and through the maze of questions about college--whether you're starting college or starting over.

Wednesday, April 8  
4:00-8:00 PM

USM Campus Center  
Bedford Street, Portland

Small Group Workshops; USM and other college representatives available.  
Call USM's Office of Admissions for more information, 780-4970.

## What's Happening at MMC

- Mar. 25 Lenten Meditation, 12:05 - 12:25 PM, MMC Chapel.  
Mar. 27 *Healthviews*, 8:00 PM, Cable Channel 37. **Looking Ahead and Getting Ready for Hard Choices**  
Mar. 31 **Cardiovascular Update: Care of the Patient with Ischemic Heart Disease**. 8:00 AM-4:00 PM, Dana Center. Call Division of Nursing Resources for registration, brochure, x2734.  
Apr. 1 Lenten Meditation, 12:05 - 12:25 PM, MMC Chapel.  
Apr. 3 Cancer Symposium: **Colorectal Carcinoma**. (See p.3)  
Apr. 8 Lenten Meditation, 12:05 - 12:25 PM, MMC Chapel.  
Apr. 10 *Portland String Quartet*, 8:00 PM, Dana Auditorium. Call Lark Society for tickets, 761-1522.  
Apr. 11 Stone Center Workshop, **Dysfunctional Families and Wounded Relationships**. Dana Auditorium. Call Psychiatry, x2733. (See p.3)  
Apr. 11 *Rites of Spring Fling*, 7:00 PM. Call 871-2101. (See p.2)  
Apr. 16 **Preparing for a Joint Commission Survey**. AHA Teleconference, 1:00-2:30 PM, Dana #1. Call x2536.  
Apr. 17 True Symposium, **Screening & Prevention in Family Practice**. Call Family Practice, x2875. (See p.3)  
Apr. 17 First Annual Phillips M. Payson Nursing Lecture, **No Easy Answers**. Call Staff Development, x2397.  
May 5 & 6 *Circus of the Stars Variety Show*. 7:00 PM, Dana Auditorium. Tickets available starting April 21.

*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.

## Rights of Spring Ice Cream Fling

MMC Coffee Shop

1:00-4:30 PM

Every afternoon in April

A different ice cream item  
each day at reduced price!

## NEW EMPLOYEES

**NURSING:** Susan Caddle, Ann Deutsch, Barbara Graham, Dorothy Hughes, Mary Murphy, Karen Tolan, Kendall Veilleux

**ENVIRONMENTAL SERVICES:** Samson Antoine, Edward Emery, Alexander Milliken

**HUMAN RESOURCES:** Lisa Downing, Denice Harris

**REHABILITATION MEDICINE:** Joanne Ham

**CARDIOGRAPHY:** Susan Michaud

**LINEN SERVICES:** Michael Strom

**FOOD SERVICES:** Lori Lewis, Douglas Smith

## Safety Tip

Look at your home from  
your child's vantage point.  
Then, childproof your house!  
Don't forget cabinets,  
electrical outlets, items on  
low tables, stairs and steps.

- ☐ Change name or address as shown on address label.
- ☐ Please 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

NON-PROFIT ORG.

U.S. POSTAGE

PAID

Portland, Maine

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