

What's Happening

a newsletter for the employees of Maine Medical Center

September 11, 1991

Vol. 22, No. 19

It means more when you give to United Way.™



Help: there when it's needed

Many of us take for granted what people in our own community need desperately. Fortunately, United Way is here to help.

At Maine Medical Center, we are always doing things for patients, but when they leave, there are others who continue to help those who need it. The people at Goodwill Industries are some of them.

Stella was in and out of mental institutions and couldn't keep a job. She had no self esteem; her future looked bleak. After intensive training and encouragement at Goodwill, Stella began to gain confidence. Soon she was working part-time, was good at what she did, and was reliable.

Today Stella is the mailroom supervisor at a large printing house, and she proudly points to just one symbol of her success—her name posted on her office door.

Hugh planned to be an actor before he had a traumatic head injury that kept him in a coma for nearly three months. After the injury, he had to learn to do even simple things for himself.

Hugh came to Goodwill, where he worked on behavioral problems and gained work skills. He had had odd jobs since his injury, but did not do well. He loved the theatre. With persistence, and support from Goodwill job developers, Hugh now works as a Development Assistant at the Portland Stage Company—and is thriving.

Please give to United Way. And help someone like Stella or Hugh.

Build a better community

United Way is people from all walks of life. The people who volunteer their time to work to solve community problems, people who donate money, people who monitor agencies, people who provide services—they're all from right here in Greater Portland.

Through United Way of Greater Portland, you can make a contribution to the well-being of our community. The money you give to United Way stays here and helps United Way help those who need it most.

Your contribution will be used to help strengthen families, promote self-sufficiency, improve health, and help everyone including the disabled, youth, and senior citizens. Experienced volunteers who are knowledgeable of local needs will monitor agencies and make sure your money is well spent.

It takes all of us to be a part of building a better community. You can help with your support of United Way.

Walk or run for United Way

The Annual United Way Fun Run takes place Tuesday, September 17. Those of us who are more leisurely can walk the route from Deering Oaks to Monument Square.

You can join the fun by calling the office of Karen Fletcher, Associate Vice President for Patient Services, x2983, to register. Runners and walkers should meet in the Bramhall Lobby at 11:15 AM on the 17th.



THE CAFETERIA became an art gallery recently for the Pediatric art show. A/V Photo.

Employee meetings scheduled

A number of meetings have been scheduled where Maine Medical Center employees will learn about compensation and benefits for fiscal year 1992. Employees will find one of the times offered below convenient for them to attend. All meetings are to be held in the Dana Health Education Center.

Wednesday, September 11

Noon—1:00 PM	Auditorium
2:30 PM—3:30 PM	Auditorium
10:00 PM—11:00 PM	Auditorium

Thursday, September 12

2:00 AM—3:00 AM	Auditorium
(Third Shift)	
2:30 PM—3:30 PM	Classroom 4

Friday, September 13

7:00 AM—8:00 AM	Auditorium
8:00 AM—9:00 AM	Classroom 4
2:30 PM—3:30 PM	Classroom 4

Monday, September 16

2:00 AM—3:00 AM	Auditorium
(Third Shift)	

Tuesday, September 17

8:00 AM—9:00 AM	Auditorium
10:00 AM—11:00 AM	Auditorium
10:00 PM—11:00 PM	Auditorium

Wednesday, September 18

10:00 AM—11:00 AM	Classroom 7
Noon—1:00 PM	Auditorium

The people have chosen

Maine Medical Center employees have decided which entries they liked best in the Eleventh Annual Employee Photo Contest. So have the Friends of Maine Medical Center.

In the People category, Kathy Neddeau's photo, *Sunset with Mom*, was the favorite. Sidney R. Branson, M.D., won the Scenic vote with *Our Home in June*. Sally Rendall's photo, *Looking for "Mom,"* was chosen the best Animal entry. And Nancy Jedrey's *Springtime Magic* was the favored photo in the Open category.

The People's Choice winners will enjoy wearing their new MMC t-shirts when they take in a movie at the Maine Mall Cinema with a friend.

The Friends of MMC award three Purchase Prizes in the annual contest. This year, all went to photos in the Scenic category. Margaret McPherson won first prize for *Silhouettes and Reflections*, second went to Joanne Williams' *Just Rolling Along*, and Jennifer Edwards took third prize with an untitled photo.

Winners of the Friends' purchase prizes receive a cash award and have their photographs enlarged to hang in patient areas of the hospital, this year in ASU. Since 1959, the Friends have been funding various projects throughout the hospital and providing educational programs for the community.

IUD Study

Women between the ages of 18 and 40 who have had at least one pregnancy are needed to volunteer for a five year study of a new intrauterine contraceptive device.

The study will be carried out by Phillip Stubblefield, M.D., Chief, Deborah Sepulveda, M.D., Kathy Beech, CNM, and Christine Kielt, CNM, of MMC's Department of OB/GYN. The study provides IUDs and all related medical care at no cost. Interested women can call the OB/GYN Office at 871-2749 for details.



NURSING Bi-LINE

A publication of Nursing Services

NURSE TO NURSE

It was March of 1948 and a young woman recently graduated from Maine General Hospital began her career as a staff nurse. Like most new graduates she was undoubtedly eager to experience the "freedom" of more independent practice and the joy of a paycheck for her services. Her beginning salary was \$135.00 per month plus a housing allowance because she was not living in hospital owned quarters. Forty-three years later, in June of 1991, Rose Graham retired from practice at Maine Medical Center.

Little did she or the person who hired her realize that the employment relationship would be so successful. This is recruitment and retention at its best!

What were the ingredients of such a long-term, successful employment? While I haven't interviewed Rose to gain her perspective, I believe I can represent some of the critical factors.

As a professional employee, Rose Graham brought a full set of cognitive and motor skills which she continued to develop throughout her career consistent with whatever position she was fulfilling.

Involvement was key to Miss Graham's work life. From the beginning, she chose to engage in discussions and committees that

addressed aspects of nursing practice or nursing's work as it related to other departments. She was an advocate for patients, for the profession, and for the institution.

There was commitment, attention to detail, and a willingness to accept any reasonable assignment that was given her. These qualities proved to be assets for both MMC and Miss Graham.

As her employer, Maine General, and subsequently Maine Medical Center, also needed to be a responsible and concerned partner in the relationship. The institution provided an environment which supported her as a learner and independent thinker. She was enabled to grow professionally and she was rewarded through pay, benefits, opportunities, and satisfaction. Both parties needed to work cooperatively in order to achieve forty-three good years.

It is our hope that, whenever possible, the match between recruit, then employee, and Maine Medical Center is a positive, mutually satisfying experience. There is no better recruitment and retention strategy. I hope we will continue to strive toward that as a shared goal.

Judy Stone, RN
Vice President for Nursing

HIGHLIGHTING...

Retention and Recruitment: Everybody's Business

Spring at MMC is marked by the appearance of many new faces in Nursing Services. Nursing students, graduate nurses, and nursing faculty are all offered opportunities to become a part of MMC Nursing Services in different ways. Successfully orienting, inte-

grating, and making all these folks feel a part of MMC is an important goal. Achieving this goal begins with nursing management and includes nurse recruitment, nursing staff, staff development faculty, and secretarial staff.

The key to successful integration of all these different groups lies in competency-based orientation, or CBO. The basic premise of CBO is that with supervision from an orientation assistant, satisfactory role performance can be reached at an individual's

pace based on past experience and knowledge. The orientee is expected to participate in the development and unfolding of his or her orientation plan. At the present time, CBO tools are available for all categories of nursing employees, and provide the backbone for orientation planning and documentation.

Student nurses represent the largest segment of the spring influx. Freshmen and sophomores are hired as Nursing Care Assistants (NCA) and juniors are hired as Nurse Associates (NA). These programs begin in mid-May, and by mid-June, the students are generally well settled into nursing units. Although these programs end in August, many students remain at MMC in a part-time or per diem capacity throughout the school year.

Over 180 students have participated in the Student Nurse Employment Program (SNEP) since its inception four years ago. Many of these students have returned to Maine Medical Center as new graduates after completing their nursing education. A recent effort to evaluate the effectiveness of this program shows that new graduates who participated in the SNEP program acclimate faster to the RN role, and are prepared to meet post orientation goals earlier. This rapid integration has been credited to the SNEP program both by head nurses and by the students themselves.

Co-ops from various schools of nursing represent a small but significant part of our student group. Under the supervision of their head nurses and faculty from their schools, co-ops spend the summer meeting educational objectives through hands-on patient care experience at MMC.

The next largest influx of newcomers are graduate nurses, who generally begin at MMC in the first part of June. Early challenges for them include successfully passing licensing exams and becoming RNs or LPNs. New graduates are hired into most nursing units, and bring with them new energy, ideas, and enthusiasm.

Orienting new graduates is both rewarding and challenging for nursing staff. Early

experiences in the RN and LPN roles make for stories seldom forgotten, and leave indelible marks on the shape of the new graduates' careers. Nationally, the attrition rate in this group of new employees is quite high. Here at MMC we proudly claim to retain the vast majority of our new graduates.

For the past three years, nursing faculty in the New England area have participated in the Faculty Fellowship summer program at MMC. Faculty provide 24 hours of clinical support to unit staff during peak vacation time, and dedicate 16 hours each week to project development. Projects are identified by head nurses, and usually focus on ways to improve patient care. Examples of past projects include: follow-up of patients discharged without referral to Continuing Care Coordinators, a Crisis Intervention Program for ER nursing staff, identification of learning needs of women following breast surgery, Medical Clinic patients' knowledge of their medications, nursing implications of deep vein thrombophlebitis/thrombosis, and a tool to evaluate patient satisfaction with a Managed Care Model of Nursing. This program invites nursing faculty to get to know Maine Medical Center while sharing their expertise and updating clinical skills. In addition, mutual understanding and support is fostered between nursing service and academic settings.

Much of the success of these programs is due to the seasoned employee. The wisdom and support that the experienced nurse can offer newcomers is invaluable. While continuing to provide a high quality of patient care, these unsung heroes precept, guide, support, and coach orientees. Their contributions are numerous, invaluable, and much appreciated!

These are some of MMC's Nursing Services initiatives to promote recruitment of new nurses, and to foster retention of valuable experienced nurses. Through these and other methods, MMC's Nursing Services plans to continue delivering quality patient care by highly skilled and knowledgeable nurses.

Suneela Nayak, MSN, RN
Staff Development

SPOTLIGHT ON...

...**Rose Graham, RN**, Nursing Policy & Procedure Coordinator, who retired in June after 43 years of service. Rose was appointed as *Nurse Emeritus* by the Nursing Council and became the first appointee to the Nursing Services Honor Role for her dedication and good works.

...**R5 staff** and **Mary Ann Henick, RN**, who represented the unit in July when they received personal congratulations from President Bush for the exceptional care provided to one of his Navy Seals in May.

...**Linda Malmquist, RN**, Nursing Systems & Information, who was recognized by the Department of Food & Nutrition Services for her participation and encouragement in the reduce, reuse, recycle effort.

...**Karen Foley, RN, CRRN, R4**, who recently moved into a Level III staff nurse position.

...**Linda Chase, RN, P1C**, who received her Master's degree in nursing from USM this June.

...**Joann Groff, RN, ASU**, who attended the National American Society of Post Anesthesia Nurses Conference in April and provided ASU staff with a 1 contact hour review of program highlights.

...**Edi McCormick, RN, ASU**, who attended the National Society of Gastroenterology Nurse Associates Conference in May and provided ASU/ENDO staff with a 2 contact hour review of program content.

...**Forty-eight students** in nursing employed at MMC this summer who attended an all-day Introduction to Professional Practice workshop. Nursing Staff Development faculty extend a hearty *thanks* to all MMC staff who participated in the program: **Cynthia Gamage, RN**, and **Larry Plante, RN**, from P6; **Dana Libby, RN**, Float; **Karole Johnson, RN**, P6; **Cynthia Westlund, RN, CICU**; **Karen Taylor, RN, ED**; **Jean Kahn, RN, L/D**; **Ann McPhee, RN, OPD**; **Kathy Viger, RN**, Clinical Director; **Linda Pearson, RN**, Director, Nursing Resources; and **Doris Skarka, RN**, Director, Nursing Management Resources.

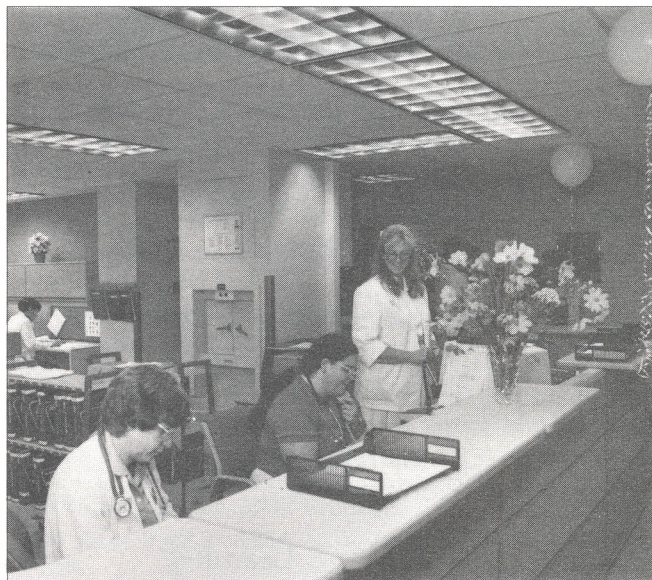
PRESENTATIONS AND PUBLICATIONS

ASU head nurse **Pat Fallo, RN**, published "Developing a Program to Monitor Patient Satisfaction and Outcome in the Ambulatory Surgery Setting" in the June 1991 issue of the *Journal of Post Anesthesia Nursing*.

ON THE SCENE

- The pediatric family room was the site of a special reception this past August 8 to honor and thank Felicia Knight and Terry Casey of NewsChannel 13 for their work on the Children's Miracle Network Telethon. The pediatric staff presented them with quilts handcrafted by **Jan Grysk, RN**, and **Beth Thompson, RN**.

- On August 21, **R1** held an open house to show off their newly renovated unit.



THE "NEW" nursing station on R1 is attractively streamlined. A/V Photo.

- **Joann Groff, RN, ASU**, is collaborating with nationally known speakers to put together a workshop to be held here in the Dana Auditorium on October 12, 1991, sponsored by the Maine Society of Post Anesthesia Nurses. **Roger Collard, RN, ASU**, is actively involved in planning a Maine Society of Gastroenterology Nurse Associates conference to take place in the Dana Center in November. Call ASU for more information.

SCENE, SEE P. 6

INNOVATIVE IDEAS

• **P1C** uses a "Praise Box" into which staff may insert notations of collegial assistance, notes of thanks or other positive remarks describing observed "good works" by staff members. These are shared in a variety of different ways—such as on a scroll for all staff and P1C visitors to read—during monthly staff meetings.

Continuing Education Calendar

Oct. 2	Principles of Counterpulsation: Intra-Aortic Balloon Pumps
Oct. 9	Cardiovascular Update: The Patient Who Requires Hemodynamic Monitoring
Oct. 17	Managing People: The OA and Charge Nurse Roles at MMC
Nov. 1	Celebrating Medical/Surgical Nursing
Nov. 13	Cardiovascular Update: Care of the Patient with Ischemic Heart Disease
Nov. 19	Leadership Module II: Planning
Nov. 20	Teaching & Learning: Applications to Practice

For additional information and registration, call Staff Development, x2397.



Scene, from p. 5

• **P1C** nurses are using a new peritoneal dialysis system; the change in tubing, in setup, and in the design of the bags has resulted in a significant time savings.

We can learn from each other, build our broad base for action through mutual respect, recognize and cherish our diversity and come of age as a profession by using to its fullest our unusual combination of caring, ambition, initiative, smarts, and true grit.

Joan E. Lynaygh and Claire M. Fagin
"Nursing Comes of Age," *Image*

Celebrate Medical-Surgical Nursing

On Friday, November 1, the Division of Nursing Resources will present *Celebrating Medical-Surgical Nursing: Advances in Practice*. RNs and LPNs providing care to patients with medical-surgical conditions in a variety of settings are invited to join the celebration.

Keynote Speaker Carol Polifroni, Ed.D., RN, Associate Professor of Nursing at the University of Connecticut School of Nursing, will address "Nurses Looking into the Future" and "The Medical-Surgical Nurse in the 21st Century."

At the completion of this one day program, participants will be able to identify current advances in the treatment of various medical-surgical disorders, discuss innovative approaches to the nursing management of patients with a variety of medical-surgical diagnoses, and examine the relationship between current nursing research and practice modalities.

MMC nursing staff and others will present a number of concurrent sessions throughout the day, with topics ranging from an update on newer medications to pain management to nursing research.

Celebrating Medical-Surgical Nursing takes place from 7:45 AM to 4:00 PM in the Dana Health Education Center. October 11 is the registration deadline. For information and registration, contact Nancy Gordon in the Division of Nursing Resources, x2397.

Nursing Services publishes *Nursing Bi-Line* every eight weeks. Comments, questions, and suggestions are referred to Derreth Roberts, MS, RN, Editor, 871-2009-3.

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

Reese trailer hitch for '63-'67 Chevy Shortbed, \$150. 10" Craftsman tablesaw, \$225. Call 879-0284.

Full size mattress and box spring. Exc. cond. \$70, firm. Call 774-0809.

AKC Pekinese puppies, vet checked, 1st shots, ready now. Asking \$175. Call 642-3697.

Oval Godin coal stove, used 3 yrs. \$450. Call 839-3925.

Young Chang upright piano, model U-107, black lacquer finish, 3 y.o. Original cost, \$3,100. Asking \$1,975. Call 799-3075 after 6 PM.

White crib w/mattress and white wicker changing table. All in very good cond. \$140. Call 865-3260 evenings.

Kenwood DP-460 CD player. Good cond., \$50. Queen size waterbed w/padded rails, heater and full motion mattress, \$50 or B.O. King size mattress and box spring, like new. Frame and headboard incl. \$400. King size electric blanket, \$30. Call 781-3567.

3 unit Westbrook, separate utils. Dead end street. \$115,000. Call 781-2888.

1977 Corvette. Immaculate cond. Auto., loaded, must be seen. Call 846-3202 after 6 PM.

Men's 26" black Puch 10 speed. Exc. cond. \$75. Call 846-3083.

3 pc. Ludwig snare, tom, bass. Izmar 14" hi hats, 16" crash, Pearl cymbal stand, Ludwig snare, hi hat stands. Exc. cond. Easily expanded. \$350. Yamaha Keyboard PSR-15. 49 large keys. Incl. AC adapter, foot pedal, stand. \$50. Holton Collegiate tenor horn trombone, gold brass finish, 7 1/2" bell. Incl. hard case, mouthpiece. Exc. cond. \$275. Call 799-9623.

110-112 Providence Street, duplex near Payson Park. Exc. cond. Large yard. Owner moving, will consider any serious offer. Will pay points, some closing costs. By appt. only. Call 761-9488 after 5 PM.

FOR RENT

Brackett Street, across from Reiche School. 5 rooms and bath, yard, pkg, extra storage. \$465/mo. Call 797-7505.

2 BR furnished apt., 4th floor. Non-smoker only. \$700/mo. + sec. dep. Call 767-4832.

4 BR unfurnished, Forest Lake, waterfront. \$800/mo. + sec. dep. and refs. 20 mins. to Portland. Call 829-4523.

OOB, 1 BR, 1 bath, oceanfront condo, newly furnished, off-street parking, no pets. \$495/mo. + utils., sec. dep., and refs. Call 773-3831 days, or 767-4622 evenings.

3 BR luxury condo on West Street, unfurnished, or partly furnished. Will negotiate rent to allow owner minimal shared space. Call 824-3709 or 774-1707.

4 BR oceanfront home, Kennebunk beach. LR, fireplace. W/D. No pets. \$650/mo. + refs. Call 603-383-9080.

1 BR apt. Falmouth Foreside, ample parking, \$550/mo. incl. heat. Call 781-2222 or 781-7800.

3 BR apt. in owner occupied building near Waynelete.

Hardwood floors, fireplace, yard, laundry. On busline, walk to MMC. Refs. req. Call 772-1402.

1-3 BR apts. in OOB. Beach front. Sept.-June. \$300 and up/mo. + utils. Call 865-6269.

3 BR home, ocean side, W/W carpet, W/D, dishwasher, garage, yard. \$750/mo. + sec. dep., refs. Sept.-June. Call 775-1904 after 7 PM.

4 BR Pine Point home. Fireplace, sunroom, W/D, near beach. \$700/mo. + util., sec. dep. Call 761-1717 days, or 934-0402 evenings.

1 BR Pine Street apt., yard, no pets. \$410/mo. Call 799-9808.

3 BR, 2 bath, furnished house. 10 min. to MMC. Furnished. \$750/mo. + utils. Call 774-4647 evenings.

Westbrook, 3 BR house, good location, W/D hook-up, yard, parking, heated, no pets. \$750/mo. + sec. dep., refs. Call 787-3748.

Furnished efficiency, near MMC. \$385/mo. 1 BR unfurnished apt. near MMC. \$425/mo. Unfurnished efficiency. Parking and sec. system. \$425/mo. Heat and hot water incl. with all. Call 829-6155 or 775-6000 x713.

ROOMMATE WANTED

F, non-smoker to share 3 BR apt. near USM. Parking, W/D. \$232/mo. + 1/3 utils., sec. dep. Avail Oct. 1. No pets. Call 761-2824.

Intown Portland, non-smoker. \$300/mo. incl. all. \$150 sec. dep. No pets. Call 770-2194 days, or 773-6329 until 10 PM.

To share home near MMC. Yard, fireplace, W/D. \$350/mo. incl. all utils. Ref., sec. dep., req. Call 772-1831.

1-2 M/F roommates to share 3 BR apt. in Willard Square near beach. \$115 or \$150/mo. Call 799-5573.

M/F non-smoker to share 3 BR South Portland home. Near public pool, yard, shed, basement. Off-street parking. \$193/mo. + 1/3 utils. Call 767-0750.

F, non-smoker, to share Brighton Ave. townhouse. \$375/mo. + 1/2 sec. dep. and utils. No pets. Call 773-6873 x241 days, or 773-2409 evenings.

F to share West End apt. \$200/mo. or \$50/wk. Call 772-3184.

Conscientious F non-smkr to share sunny spacious home. Cape Eliz. Next to Kettle Cove. W/D, yard. No pets. \$333 + 1/3 elec. Call 799-6117.

To share sunny, 2 bedrm., 1st flr. apt. 5 min. to MMC. Quiet neighborhood. W/D. \$250/mo. Heat and hot water incl. No smkg., no pets. Call 774-6476.

WANTED

Used Life cycle. Please call 799-6910.

Jobs for additions, remodeling, vinyl siding, etc. Reasonable prices. Call 642-3113.

To give away 10 y.o. upright freezer. Good cond. Need the space. You haul. Call 642-2269.

To rent 3 BR home in Falmouth, Cumberland, Yarmouth area. Call 871-2191 or 781-7800.

Ride share from Biddeford to MMC. 7 AM-3:30 PM shift, or 3-11 PM shift. Call 283-8473.

The next *Healthviews*, MMC's healthcare discussion television program, is

The Future and Maine's Community Hospitals

featuring

Don McDowell, President, MMC
Clarence LaLiberty, CEO,
Miles Memorial Hospital

Roland Sutton, President, Board of
Trustees, Stephens Memorial Hospital
John Weisendanger, CEO,
Northern Cumberland Memorial Hospital
Craig Becker, President,
Maine Hospital Association

Moderated by Donald Nicoll

8:00 PM, Friday, September 20
Public Cable Channel 37

The program will be re-broadcast the
following Saturday, Sunday, and Monday at
2:00 and 8:00 PM, and Tuesday,
Wednesday, and Thursday at 10:00 AM.

Make the deadline!

The deadlines for announcement-
length items and

MARKETPLACE ads in

What's Happening are

Sept. 25 for the Oct. 9 issue and

Oct. 9 for the Oct. 23 issue.

All items must be in writing.

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.

**Watch for Career Day,
coming Monday, September
30, from 10:00 AM to 2:00
PM in the Dana Health
Education Center.**

Portland String Quartet coming to MMC

If you enjoy chamber music, mark your calendar! The internationally known Portland String Quartet will give four concerts in MMC's Dana Health Education Center over the coming months.

The concerts will be:

Friday, October 11, 8:00 PM

Sunday, November 17, 3:00 PM

Sunday, February 16, 3:00 PM

Friday, April 10, 8:00 PM

Watch *What's Happening* for details on where to get tickets.

Safety Snippet

Teach children to walk on
sidewalks, not the street.

Tell them not to walk
between parked cars.

NON-PROFIT ORG.

U.S. POSTAGE

PAID

Portland, Maine

PERMIT NO. 35