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What's Happening

a newsletter for the employees of Maine Medical Center

April 24, 1991

Vol. 22, No. 9

Children's Miracle Network receives gift

Maine Medical Center's Children's Miracle Network has received a gift of \$12,000 from the Visiting Board of the Children's Hospital. This gift marks the largest single contribution to the Children's Miracle Network Program at MMC, now in its second year, and is designated to support the Pediatric Residency Program.



VISITING BOARD President Mrs. Bruce T. Myers, left, and Susan Doliner, Director of Development, share a belief in the importance of the CMN mission. A/V Photo.

Mrs. Bruce T. Myers, President of the Visiting Board said, "the Children's Miracle Network's mission is clearly important to this community. Together we hope to preserve and enhance the ability of Maine Medical Center to provide for the children of Maine."

MMC joined the Children's Miracle Network, a nationwide network of children's hospitals and hospitals with strong pediatric programs, in 1990. The Children's Miracle Network Telethon is one part of the program.

GIFT, SEE P. 4

MMC offers "Real Health" and John Havlicek

Men in their 30s and 40s face unique health and fitness challenges. The demands of career and family, combined with the inevitable effects of age, make it difficult to stay — or become — fit and healthy.

The key to the challenge is information, and Maine Medical Center has responded with *Real Health*, a day-long seminar on Saturday, May 4, at the Sonesta Hotel in Portland. The day is devoted to the pursuit of a healthy, active male lifestyle, with an emphasis on practical, usable information.

The *Real Health* team is composed of physicians and other healthcare professionals from MMC's staff, and the team captain will be former Boston Celtic John Havlicek.

Havlicek, 50, is living proof that lifelong fitness and health is possible. One of the most durable and consistently outstanding athletes in the history of American sports, his message is that everyone, not just world-class athletes, can have *Real Health*.

Covered in the day's events are exercise as part of a busy life, how to *not* get hurt while getting in shape, nutrition for performance and all-around health, how to monitor and change risk factors for a host of ailments, and information about a few uniquely male topics. Havlicek's keynote address will precede lunch, included in the day's activities. Participants will be able to have their cholesterol, blood pressure, and vital lung capacity checked, also at no additional cost.

MMC is offering all this for a nominal \$15 registration fee, as part of its ongoing community education efforts. "We believe," says Director of Public Information Wayne L. Clark, "that part of our mission is to serve as

REAL HEALTH, SEE P. 2

To MMC's volunteers: Thank You! Thank You!

Spring into health

Spring is a time for new beginnings. Why not begin a new plan for fitness or healthy nutrition . . . or both?

MMC's Employee Health Promotion Committee, a group of volunteers interested in employees' health, is putting together a variety of programs promoting just that. The new logo says it all.

Health Matters

Programs Promoting Our Employees' Health

May is National Fitness Month. One of the first activities planned by the EHP Committee, then, is lunch-time walks on the Western Promenade. On Wednesday, May 1, plan to meet the Employee Health Promoters outside the Dana Center and take a walk! The first twenty-five employees to show up will receive a free *Health Matters* water bottle.

Then, every Tuesday and Thursday in May, rain or shine, walk leaders will meet interested employees outside the Dana Center door at 11:30 AM and noon. Bring your walking shoes and your lunch and get some air! Begin a new lunch-time habit!

Every Monday in May, there will be a table outside the Cafeteria where you can buy a water bottle for \$2.00 and pick up maps of routes with mileage designated. All routes are walkable on your lunch hour.

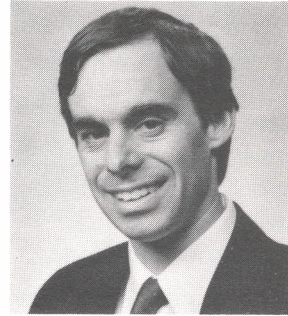
The Weight Watchers' *At Work* program kicks off with an Open House at noon on Monday, May 6, in Dana Center Classroom 9. Come and learn about the program and get ready to start a new nutritional plan! Regular Weight Watchers meetings will begin the following Monday, May 13, at noon in the Dana Center.

Keep an eye out for *Health Matters* activities by watching *What's Happening* and the bulletin board outside the Cafeteria. Spring into health -- because *Health Matters!*

Internal Auditing director named

Jeffrey D. Veilleux, CPA, has been appointed Director of Internal Auditing at Maine Medical Center.

Veilleux comes to MMC from Harriman Associates of Auburn. He is a 1979 graduate of the University of Southern Maine and is a member of the Maine Society of Certified Public Accountants, the American Institute of Certified Public Accountants, and the Economic Development Council of Maine;



Veilleux also serves on the Blue Cross/Blue Shield Executive Consumer Advisory Council.

Dental services for inpatients

Laura Krause, DDS, is now available to provide dental services for MMC inpatients. She will accept referrals through her office during regular office hours. Call 772-5244; leave messages during evening and weekend hours.

REAL HEALTH, FROM P. 1

a resource to the community. Our interest is in giving 250 men a day's worth of information, and doing so at the lowest possible cost to them. We're very excited to be able to bring a legend like John Havlicek in to help us do it."

The day is sponsored in part by the Bay Club, which has donated a year's membership to be awarded by drawing at the event. All participants will also receive a two-day pass to the Bay Club.

Other speakers include Leonard M. Keilson, M.D., MPH, Director of MMC's Ambulatory Medicine Division, Portland urologist Brian Jumper, M.D., and Portland medical orthopedist William B. Heinz, M.D.

Our greatest natural resource

What's our greatest natural resource? Maine Medical Center's 552 volunteers, that's who! And we're celebrating their contributions now during National Volunteer Week, April 21 through 27.

These volunteers gave over 62,000 hours of their time over the past year. They range in age from 14 to 90. We've seen them volunteering on the Escort Service, at the Information and Admitting Desks, and in the Emergency Department and Special Care Unit. They deliver patient mail, bring the book and gift carts to patients' rooms, work in the Coffee Shop, Gift Shop, and Flower Box, play with our youngest patients in the Child Life Center, assist patients in Radiology and other Departments—volunteers are everywhere! The newest place you'll see them is the Central Outpatient Registry.

One special function filled by volunteers involves patient surveys. The Patient Care Survey Committee interviews patients, assessing their attitudes about their hospital care and passing concerns on to those empowered to address them. The committee is the only group serving in this way.

During this recognition week, Volunteer Services participated in the Second Annual

Count On Us! Volunteer Telethon. It was sponsored by the Center for Voluntary Action of the United Way and WCSH-TV; it took place on Tuesday, April 23. Instead of raising money, the telethon recruited volunteers for agencies needing them. Throughout the day, volunteers from MMC and other area agencies could be found at booths at a fair at the Maine Mall, promoting volunteerism.

This week, volunteers are wearing a red "V" or a flower on the lapels of their pink or gray jackets. When you see them, feel free to say "thank you!"



AT HER NINTIETH birthday party, Volunteer Melva Farnum serves cake to, perhaps, a young future volunteer. She is assisted by Volunteer Services Secretary Denise Starkey. A/V Photo.



CATHY STEAD, CCC, left, and Janine Deas, CareShare Network, offer daycare information periodically in MMC's Cafeteria. A/V Photo.

Lunch & Learn

Child Care Connections is offering a Lunch & Learn workshop for parents. When Children Start to Stay at Home Alone will be Friday, April 26, from noon to 1:00 PM in Dana Center Classroom 1.

This interactive workshop will help parents to decide when and if their children are ready to be at home alone, starting with short periods of time. Tips on safety, emergencies, good planning, and appropriate children's activities will be offered. Supportive problem-solving techniques with children will be discussed, as well as community resources for older school-age children.

For more information, please contact the Employee Benefits Office at x2973.



THE SCHOOL OF Surgical Technology graduated another class this Spring. Back row, left to right: John Cayouette, Bonita Schafer, David GiGuere, Sharon Marden, and John Garrett. Front row, left to right: Natasja Bonaparte, Carolann Hinckley, Carla Dodge, Beth Varney, and Bonnie Heath. A/V Photo.

GIFT, FROM P. 1

The purpose of the Telethon is twofold: to educate the viewing public to the advances in children's healthcare and create an awareness of what MMC does to help all children in our region who are ill or injured, and to raise needed funds for the continuation of programs and services.

The 1991 Children's Miracle Network Telethon will air in our area on Channel 13, June 1 and 2. WGME-TV First News anchor team will co-host the local segments of the Telethon, live from WGME's Portland studio.

This year's Telethon will once again feature many national celebrities, including Bob Hope, Marie Osmond, John Schneider, Merlin Olsen, Mary Hart, and Jim McMahon. All celebrities donate their time, energy, and talents to the Telethon.

The incredible success of the Children's Miracle Network Telethon is attributed to two factors which make the event unique. First, all money raised in our region comes to MMC. Secondly, the Children's Miracle Network Telethon helps all children, regardless of their illness or injury.

Kids Photo Contest

*Maine Mall, South Portland
Monday, May 6, through
Saturday, May 11*

Enter a 5 x 7" photo of your child, taken within the past year. Contestants will range in age from newborn to 8 years.

Mail your photo with a \$5.00 tax deductible entry donation to:

Children's Miracle Network
Maine Medical Center
22 Bramhall Street
Portland, ME 04102

or Bring your child's photo to the Registration Table at the Maine Mall on Monday, May 6. All photos must be received by Tuesday, May 7.

Vote for your favorite kids all week long. Photos will be displayed near the Mall clock where families, friends, and Mall patrons will cast votes by donating a penny per vote or \$1.00 for 100 votes. Proceeds will benefit all children's services at Maine Medical Center.

Winners will be announced and prizes awarded on Saturday, May 11, at 7:00 PM.

Entry forms will be available at The Plum Tree and the Information Desk in the Maine Mall; Tiny Tot Land on Western Avenue, South Portland; and Maine Medical Center's Development Office, 120 West Street, Portland.

Direct all questions to the Children's Miracle Network, 871-2101.

Maine Medical Center employees are invited to volunteer their time at the Contest booth at the Mall. Call x2101 to volunteer.

Volunteers needed for Osteoporosis Study

Menopausal women, aged 75 or less, with one or more fractured vertebrae are sought to enroll in a national study of the Medical Treatment of Osteoporosis. If qualified to participate, you will be followed in the study at no cost for five years and will be evaluated regularly with office follow-up and laboratory and bone x-ray studies. If interested, call S. Thomas Bigos, M.D., or Robert Bing-You, M.D., at 871-2161 for further information.

Welcome to MMC

MMC's Admitting Office celebrated National Hospital Admitting Personnel Week April 1 through 8. The week's theme, "We Admit We Care," was an appropriate one for a department that plays a crucial role in providing the public with its first impressions of Maine Medical Center. Admitting personnel used the week to share their varied functions with fellow employees and the community.

Admitting staff shared their celebration by presenting special certificates of recognition to hospital personnel outside the department. These people were recognized for their vital contributions and support to the Admitting Department.

The recipients of the second annual presentation of these certificates are as follows: Dan Bergeron, Nursing Services; Jolene Michaud, R9W; Brent Furlong and Eugenia Coughlin, Social Work; Ed Meehan, Painting Services; Jackie Oliver, Environmental Services; Lorraine Nichols, Emergency Department; Mary Jane Gould, Data Management; Costas Lambrew, M.D., Cardiology; Chris Nyhan, Language Bank Volunteer; and the R1 Nursing Staff.

The week also included presentations to the Admitting staff of national association gifts in honor of their contributions to healthcare and to MMC. To share in this celebration, MMC's Admitting staff delivered gifts to the fourteen members of Mercy Hospital's Admitting staff, thanking them for a wonderful and supportive working relationship.

A patient's first contact with the Admitting Office begins with a preadmission interview weeks before the actual admission date. Many times the admission process involves assisting the patient's family in finding nearby lodging, obtaining the necessary insurance authorizations, financial counseling, and providing any other services aimed at making the patient's admission as smooth and pleasant as possible. The Admitting Office maintains contact with the patient and family, providing a variety of services until, and frequently, after discharge.

The Admitting Representative's respon-



MARY JANE GOULD was one of the employees recognized during National Hospital Admitting Personnel Week--and she doesn't even work in the Department! Admitting's Helen Chamberlain made the presentation. A/V Photo.

sibilities necessitate close working relationships with Social Work, physicians and office staff, the Emergency Department, Patient Accounts, nursing units, and outside resources. But the most important function is to give the patient a warm, caring, and helpful welcome to Maine Medical Center.

Procedure will cross the Atlantic

A recent addition to the healthcare team in MMC's Neonatal Intensive Care Unit was Gabriele Elsner, a medical student at the University of Heidelberg Medical School. Elsner spent several weeks working in NICU, where one of her accomplishments was completing the review and testing required for certification in Neonatal Resuscitation.

The program was developed by the American Academy of Pediatrics and the American Heart Association primarily for training of physicians and nurses. The program has been widely disseminated in the USA, but this may be one of the first trans-Atlantic transactions.

Elsner's education and testing were done by Dale Kessler, M.D., and Douglas Dransfield, M.D.

Money matters

The Medical Services Federal Credit Union offers several seminars to its members at no cost. Car Facts seminars are scheduled for Tuesday, May 14, from 9:00 to 11:00 AM, and again on Monday, June 17, from 7:00 to 9:00 PM. Also offered is a seminar on Money Management, Wednesday, May 8, from 7:00 to 9:00 PM. Learn about budgets, credit, and other money matters.

The credit union was started in 1955 by fifteen MMC employees and has grown to nearly 10,000 members. According to President Kenneth Acker, credit unions are non-profit, unlike banks, and able to offer a low cost alternative to consumers. Many MMC employees consider Medical Services Federal Credit Union to be a valuable benefit. For more information about the credit union or about the seminars, call 772-0808.

MMC's hair care team wants to care for *your* hair! Patients may make appointments with the hospital's beautician, x4964, or barber, x2145.

Are you ready?

Aging—it has an emotional impact on the aging person as well as family and friends. *Life Changes: Are you ready?* is a series of six weekly sessions presented by MMC Social Workers and other professionals from hospital and community agencies to provide resource information for adults.

Discussions will cover financial and legal issues, home care support services, housing options, emotional support and counseling options, and nursing facility placements.

Pre-registration is requested for these Wednesday evening sessions. The series begins May 1, from 6:30 to 8:00 PM, with June 5 the final meeting. Sessions will be held in Dana Health Education Center Classroom 1. For more information call Social Work, 871-2261.

The Southern Maine Chapter of the Oncology Nursing Society

presents

Five Roundtable Topics for Nurses

- ❖ Family Members in Crisis
- ❖ Coping and Support Issues for Oncology Nurses
- ❖ Managing the Side Effects of Cancer Therapy: New Advances
- ❖ Issues and Concerns of the Oncology Office Nurse
- ❖ Skin Care Management for Patients Receiving Cancer Therapy

Tuesday, May 7, 1991
5-6:00 PM Roundtables
6-7:00 PM Pizza!

Dana Health Education Center

Roundtables are led by clinical experts who provide a forum for discussion of clinical issues, interventions, and new applications to practice.

Please call Betsy St. Germain, x4272, to sign up for a roundtable session by May 5, as there is limited space available at each table.



WHEN HERBIE Fillmore was a Pediatric patient recently, his friends came to see him. But they didn't get to go up to his room. They talked to him by phone--they had all been exposed to chicken pox! Herbie and his friends had a good visit anyway. A/V Photo.

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

- ❑ 1984 Rockwood Model 1076 pop-up camper. Sleeps 7, pull-out kitchen, gas/elec. refrig., 3-burner gas stove, awning. Exc. cond. \$2,000. Call 998-4886 evenings.
- ❑ 1987 Saab, 4 door, auto locks, standard transmission, new tires. AM/FM cassette, 80 K miles. Book value \$8,200. Make an offer. Call 892-8378.
- ❑ 3 right-handed Golden Girl golf woods, 1-3-5. \$25. Good cond. Call x2758.
- ❑ Brooks Brothers tuxedo, size 43 regular. \$500 new, worn once, \$100. Call 871-7060.
- ❑ 1986 Ford Ranger STX Supercap pickup truck. Jump seats, sliding rear window, split bench, cloth interior, 5 speed, V-6 engine. New battery and exhaust system. Great shape inside and out. \$3,900 or BO. Call 892-5461.
- ❑ Tandy 1000 HX Computer and CM5 color monitor. Both for \$300. Call 282-8676 or x2647.
- ❑ 1983 Honda Accord, was in accident, will sell for parts. Good motor. Call 761-0316.
- ❑ 25 foot Bristol Sloop. Sleeps 6, fully equipped galley, alcohol stove, radio. \$15,000. Call 772-3929.

FOR RENT

- ❑ Falmouth Foreside, 1st floor apt., 3 BR, 1 bath, LR, kitchen, W/D hook-up, W/W carpet, parking. \$700/mo. + utils., sec. dep., refs. Call 781-7800.
- ❑ 4 rooms in Biddeford, 20 mins. from MMC. Unfurnished, carpeted, paneled, parking. \$345/mo. + utils., sec. dep., lease. Call 283-9212.
- ❑ 2 room efficiency near MMC. 1st floor. Full size BR w/ closet. Newly renovated. \$385/mo. includes heat and elec. Call 829-6155 or 775-6000 x713.
- ❑ 4 room apt. 1 BR. Use of back deck. \$450/mo. includes heat and hot water. Call 829-6155 or 775-6000, x713.
- ❑ Munjoy Hill, 1st floor, 6 rooms, 3 BR. \$540/mo. + utils. Oil heat. Call 773-4115.
- ❑ Casco. Pleasant upstairs 2 BR apt. Single owner downstairs. Carpeted, oil, hot water, heat, spring water, country setting. Lots of storage room. Skiing, boating, hiking nearby. Non-smoker only, no pets. \$450/mo. + sec. dep., refs., and 1 year lease. Call 627-4399.
- ❑ Deering Oaks area, lovely 2 BR apt. Avail. May 1. \$575/mo. incl. heat and parking. Near MMC. Call 774-3392.
- ❑ East End, 3 BR townhouse avail. mid-June. Harbor views and parking. \$650/mo. + low heating cost. Call 774-3392.
- ❑ Falmouth Foreside, 6 min. to Portland, 2 BR home. Exc. cond. \$850/mo. + oil heat and elec. Sec. dep., refs. and lease. Avail. June 1. Call 781-3540.
- ❑ 2 ocean cottages for rent. 1 BR, 3 BR, heated, private cove. May-Oct. Call 799-9284.

- ❑ 929-931 Broadway, large 2 BR apt. Dryer hook-up. Parking for 2. Storage in basement. \$550/mo. + utils., oil heat. 3 miles to Portland. Call 767-1231.
- ❑ 4 BR, 1 1/2 baths, near MMC, LR, DR, kitchen, porch, yard, parking. Call 773-2106.
- ❑ 1 and 2 BR apts. Clean, carpeted. Parking and laundry on premises. Walk to MMC. \$395 and \$495. Call 892-3441.
- ❑ Great 1 BR apt available 5/1. Cathedral ceilings, hardwood floors, exc. neighborhood, historic Victorian bldg. Off-street parking, Pleasant Ave., Deering High area. \$460/mo. heated. Call 775-0794, leave message.

ROOMMATE WANTED

- ❑ F, non-smoker to share 2nd floor, 2 BR apt. \$292.50/mo. + 1/2 utils. (incl. heat). Call 879-0489.
- ❑ Prof. F to share 3 BR home w/F owner. Quiet S. Ptld. neighborhood. \$350/mo., incl. util. Call 767-3534.

WANTED

- ❑ Looking for garden space to share or rent in Portland area. Call 772-4016.
- ❑ Residential cleaning, exc. refs. Weekly, bi-monthly. Call 761-0316.
- ❑ Improve your home. Room additions, bathrooms, decks, garages, kitchens, replacement windows. Call 774-6556.
- ❑ An exercise bike. Call 247-4761.
- ❑ Homes and offices to wallpaper. US School of Professional Paperhanging graduate. Free estimates, insured. Call 874-6688, South Portland.
- ❑ Woman or couple to live in 2 BR furnished home on deep water anchorage, Mere Point, Brunswick, w/ cheerful elderly lady. Light duties, ample free time, many amenities. Call 772-7087 or 725-7295.

CHILD CARE

- ❑ Child care available through CARESHARE, MMC's Employer Supported Family Day Care Network. Offering infant, toddler, preschool and before/after school care. Providers are licensed, insured, trained and monitored. Call CARESHARE at 871-7462.
- ❑ Mother of one will babysit in Windham. Toddlers and up. Certified in CPR and first aid. Snacks and lunches provided. Call 892-5113.

Make the deadline!

The deadlines for announcement-length items and ads for **MARKETPLACE** in *What's Happening* are **May 8** for the **May 22** issue and **May 22** for the **June 5** issue. All items must be in writing.



THESE DANCERS are Clogging, and you'll see more of it and other talents when you come to *Search for the Stars '90* on Tuesday, April 30. Tickets are available to MMC employees from Libby LeMieux in the Dana Education Center. See you at the show! A/V Photo.

*Get outside
and see what Spring is doing!*

About People

- **Steven C. Gross** and **Dennis L. Redfield**, Data Management, presented *The Market Share/Hospital Analysis Program: A Case Study in Application Development with the SAS System* at the 16th Annual SAS Users Group International Conference. The paper was chosen as the best contributed in the Applications Development section of the conference.
- The Department of Pathology and Laboratory Medicine salutes these colleagues upon their certification by the National Certification Agency for Laboratory Personnel: **Jackie Awugah, C(NCA)**, Chemistry Specialist, **Lynn Atienza, BB(NCA)**, Blood Bank Specialist, and Phlebotomy Specialists **Barbara Bagshaw, CLP(NCA)**, **Robin Bean, CLP(NCA)**, **Ellen Daggett, CLP(NCA)**, **Tina Deschaine, CLP(NCA)**, **Jennifer Ela, CLP(NCA)**, and **Kelly Nason, CLP(NCA)**.
- **Robert Tillman**, Pathology and Laboratory Medicine, was the first prize winner in the Muscular Dystrophy Association's Bowl-a-thon, collecting \$779.00 in pledged donations. Tillman wishes to thank everyone who pledged him; the MDA thanks you, too!

What's Happening

Maine Medical Center, 22 Bramhall Street, Portland, Maine 04102

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. (207) 871-2196. Editor: Wayne L. Clark.

New Employees

OPERATING ROOM: John Garrett, Bonnie Heath, Atigullah Shaffiey,

NURSING: Christine Brown, Laurel Creswell, Patricia McLaughlin, Marjorie Podgajny, Sally Powers, Heather Raeburn, Marjorie Worcester

PATIENT ACCOUNTS: Mary Shane

ENVIRONMENTAL SERVICES: Teresa Smith

"But You Look So Well ..."

Tuesday, April 30
7:00 PM

Dana Education Center

MS Peer Panel Discussion

Panelists will share experiences and coping strategies with newly diagnosed and minimally affected persons with MS. For more information, call 761-5815.

Safety Snippet

Keep electrical appliances away from water. Install groundfault circuit interrupters (GFCIs) in your home's bathroom to prevent electrical shock.

NON-PROFIT ORG.
U.S. POSTAGE
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