

What's Happening

a newsletter for the employees of Maine Medical Center

February 13, 1991

Vol. 22, No. 4

Operation Desert Storm support group meets

Employees concerned about the troops in the Mideast attended a Project Desert Storm support group meeting and had a chance to talk and share information. The meeting was facilitated by the MMC Employee Assistance Program.

One topic of concern was mail. Some people worried that their loved ones hadn't been receiving correspondence and packages. It can take up to three weeks for delivery; now that war has actually begun, mail may take longer because of troop movements.

One employee said that she puts her husband's social security number on every page of the letters she mails and on every item in any packages she sends. This way, when the U.S. censors check them, the items are more likely to end up together when they finally make it to her Marine husband.

A list was compiled by meeting attendees of relatives and friends they know of who are in the Gulf region. Some employees were curious about the organization of service branches; a reservist at the meeting explained the Army hierarchy of battalions, brigades, and platoons. Now, when addressing mail to a soldier in a regiment, which is part of a brigade (or is it a battalion?), it's a little less mysterious!

Employees found it helpful to ask questions of those who were in this situation during the Vietnam war. They talked about the media coverage and other issues of concern. It was reassuring to listen to people who had waited and watched during another

SUPPORT, PAGE 5

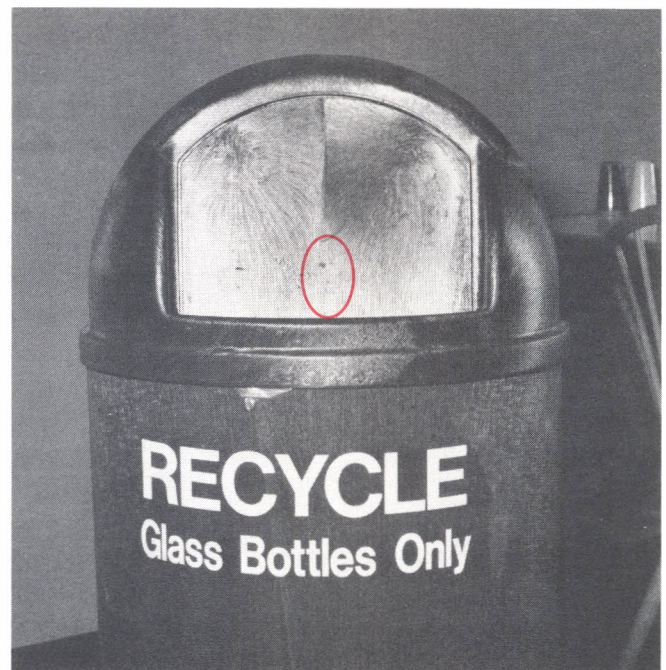
Bottles recycled at Maine Medical Center

Maine's Bottle Bill was expanded January 2, 1991, to include non-carbonated beverage containers, such as juice and water bottles made of glass, plastic, and metal.

Department of Food and Nutrition Services Director Mary Keysor says "We purchase tomato juice, pineapple juice, Gatorade, and bottled waters that come in the types of bottles that must be recycled. Some of these beverages are served in the Cafeteria, others are served to patients."

Food and Nutrition Services pays the deposit on these containers when they are

RECYCLE, PAGE 4



GLASS BOTTLES ONLY! A new law requires recycling of certain containers. Help Food Services by putting them in the right barrel. A/V Photo.

Library to get new books

Since it was established in 1985, many MMC cancer patients and their families have borrowed books and cassette tapes from the Oncology Patient Library. The library now will gain new materials, thanks to a gift from the Friends of Maine Medical Center.

Originally funded by a grant from the Maine Cancer Research and Education Foundation, the library is located in the solarium on P4CD. Adult patients and their families may borrow relaxation and guided imagery technique tapes and players, and books on cancer, personal and professional experiences with cancer, nutrition and coping with loss, among others.

MMC Volunteers and nursing staff have been the informal "librarians" for the collection, which has suffered normal wear and tear, leading to the request for funding from the Friends for replacement books. "The collection has been popular with adult cancer patients and their families," says Betsy St. Germain, MN, RN, Oncology Nurse Specialist. "We're excited about the reestablishment of the library. The generous donation of \$1,200 will enable us to buy additional books, tapes, and VCR tapes about cancer."



BETSY ST. GERMAIN, MN, RN, Oncology Nurse Specialist, left, shows Bissa Begin, President of the Friends of Maine Medical Center, one of the books purchased for the Oncology Patient Library.
A/V Photo.

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

Doctors in Training: Part I

with panelists

John Tooker, M.D.

Assistant Chief, Medicine

Carl Bredenberg, M.D.

Chairman, Surgery

George Higgins, III, M.D.

Chief, Emergency Medicine

moderated by Donald Nicoll

8:00 PM February 15
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.

Nursing honor society seeks new members

Sigma Theta Tau, the International Honor Society of Nursing, invites nominations of and applications from nurses in the areas of practice, education, research, or administration. Membership in the society is awarded to nurses who have achieved excellence in nursing leadership roles. The minimum educational requirement is a Bachelor's degree in Nursing.

The honor society is committed to improving the health of the public by advancing nursing science. Sigma Theta Tau International sponsors nursing research, produces various publications including *Image* and hosts scholarly programs on the international, national, regional, and local level.

Deadline for submission of applications and nominations is March 15. Contact Emmy Hunt, RN, in the Emergency Department at x4624 or x2026, or at home at 772-1733.

Employee wins Bermuda raffle

Catherine Brockman, Cytology, and her son, Roy, are probably snorkeling or perfecting their tans in Bermuda as you read this. Sadly for them, they must return February 15 to finish the winter in Maine.

Brockman's was the winning ticket drawn January 25 in a raffle sponsored by the Greater Portland Jaycees to raise funds for the Children's Miracle Network at Maine Medical Center. The raffle is the first in a series of events that will complement the Children's Miracle Network Telethon, held in June each year.

The Network provides funds for programs benefitting all children treated at MMC.

When pedestrians should yield

In a crosswalk, pedestrians have the right of way, but at Maine Medical Center, wheeled vehicles have the right of way most of the time.

Loaded linen carts can weigh up to 600 pounds. That's a lot of laundry to put the brakes on if people don't yield, especially in narrow corridors and at busy corners. Those carts total an average of 75 trips a day. Engineering Services carts weigh in at about 300 pounds.

Operators of these carts have suffered injuries themselves while trying to stop their carts and prevent injury to others. Also, their trips can be made more efficiently and in a more timely manner when the operators can travel unimpeded.

The service corridor on the ground floor of the Maine General Building is extensively travelled. It's also very narrow. Linen Services, Environmental Services, and Engineering Services are all located off of that corridor; carts travel it all day.

When walking in the hallways, watch and listen for these carts; when you see one coming, step to the side and let the cart pass. Mirrors are installed at busy corners so that cart operators and pedestrians alike can see what the traffic's like around the bend.

Appointments to Medical Staff

The Board of Trustees of Maine Medical Center has approved the following appointments to the Medical Staff:

John Paul Carrier, M.D., Associate Attending Staff, Department of Family Practice.

Joel E. Cutler, M.D., Associate Attending Staff, Department of Medicine, Division of Cardiology.

Charles E. Danielson, M.D. Courtesy Staff, Department of Pediatrics.

Julie K. Pease, M.D., Courtesy Staff, Department of Psychiatry.

Larry W. Rhodes, M.D., Associate Attending Staff, Department of Pediatrics, Division of Pediatric Cardiology.

Kathleen M. Schwarz, M.D., Associate Attending Staff, Department of Psychiatry.

The Board of Trustees has approved the request of George Geyerhahn, M.D., Attending Staff, Department of Medicine, to be changed to Retired Staff status.

The Board of Trustees has approved the nomination of Clement A. Hiebert, M.D., Department of Surgery, Division of Thoracic Surgery, to the Emeritus Staff.



PETER C. BARNARD, former Director of Development, displays an engraved tray as his wife looks on. He received the gift at a retirement reception on December 28. A/V Photo.

Ask Away!

Ron Gillis, Audio/Visual Resources Medical Photographer, asks: *"Why have the out-of-town newspaper boxes been removed from the Admitting Lobby? Will the papers again be sold in the Gift Shop?"*

The answer comes from Janet Alexander, Assistant to the Executive Vice President and Treasurer: *"Last fall newspaper machines for the Boston Globe, Boston Herald, and USA Today were placed in the Admitting Lobby along with machines containing Portland papers, so that the most popular newspapers would continue to be available to employees, patients, and visitors. The Gift Shop had carried those papers and others for some time, but experienced such pilferage that staff felt obliged to discontinue any papers that could not be delivered during hours the shop was open.*

"Portland News, the local distributor for the Boston papers and USA Today, suffered the same kinds of losses as the Gift Shop. Cash boxes on the machines were not damaged, so it appears that people paid for one paper but took several copies from the machine. Although Portland News suffers some losses from machines in other locations, representatives said none has come close to reaching the level of thefts at MMC. Losses amounted to \$75 in one week alone! Portland News took out the machines in January after only four months.

"This situation is appalling, but, hopefully, not representative of Maine Medical Center as a whole. Ron, you are not alone in asking for the return of these newspapers. Perhaps readers of What's Happening can suggest ways to protect the distributor's investment so the company would be willing to try again? Many patients, visitors, and employees would enjoy being able to buy their papers at MMC, rather than having to leave the hospital to purchase them."

If you have any ideas about how these newspapers could be sold at MMC, write us a **NewsTip**. NewsTip forms are located near the Cafeteria, next to the *What's Happening* boxes.

New program to benefit children

January brought a new program to Maine Medical Center's Pediatrics Department. Barbara Chasse was hired as a teacher to help MMC's young patients keep up with their schoolwork while they are hospitalized.

Regardless of the length of their hospitalization, all children will be able to keep learning, keeping pace with their classmates at home. Chasse will call each child's home school to confer with his or her teacher, planning a course of work to coincide with that being taught at home.

Previously, tutors were available only infrequently, according to Pediatrics Chief Paul Dymont, M.D., and only for long stays. A child must be a patient for at least two weeks before the State of Maine will provide educational assistance.

Chasse, who retired from teaching in 1982, has been a volunteer in the Pediatrics Department and has taught Maine Medical Center's young patients on an occasional basis. She is a 1942 graduate of Bates College and earned a Master's degree in Education from the University of New Hampshire in 1964. Chasse taught in the Lisbon and Sanford schools.

RECYCLE, FROM PAGE 1

purchased. You may have noticed a slight increase in the price of these items as you have paid for them in the Cafeteria.

"The Department of Food and Nutrition Services is committed to the environment and to the idea of recycling," Keysor says. "We have put a receptacle near the tray return area in the Cafeteria for employees to put their empty recyclables in."

Employees are encouraged to dispose of bottled water containers in that bin. Nurses should return Gatorade and other appropriate bottles to Food Services as they are used on their units. The vending company will handle recycling the VeryFine beverage containers from the vending machines outside the Cafeteria.

SUPPORT, FROM PAGE 1

war some twenty years ago.

The Red Cross is also organizing support groups. In addition, they can be of help in getting important messages to soldiers and sailors when necessary. For more information, call the Red Cross at 874-1192.

The group will continue to meet weekly. The next meetings are Noon - 1 PM, Tuesday, February 19, (Classroom 7) and Monday, February 25 (Classroom 3). All employees interested in attending are invited to do so.

Employee Assistance Program Coordinator Patty Langkopf says that the EAP is ready, as always, to help with other concerns as well. Call her at 761-8345, with questions about support groups or other EAP programs.

What do those ribbons mean?

Since troops started going to the Persian Gulf, we've all seen colored ribbons worn on lapels and tied on trees. We may, however, have different ideas of what those ribbons symbolize. Here's a quick review of accepted definitions, thanks to information taken from a variety of sources.

Many MMC employees are wearing **yellow** ribbons. They signify support for the troops in the Mideast and prayers for a safe return. They don't necessarily mean that the wearer is in favor of or opposed to the war, but that they support those sent to fight it. Yellow was used a decade ago when American hostages were held in Iran.

The yellow ribbon's origin seems to be an old song, but *which* old song is in dispute. But the yellow ribbon most of us think of was tied 'round the old oak tree that Tony Orlando and Dawn sang about a wife awaiting her husband's return from jail. Predating that song are others about earlier wars and ribbons of other colors.

If you wish to show support for the troops, but opposition to the administration's policy, wear a **white** ribbon. Some wear white to signal a hope for peace through diplomacy

and yellow for concern for the safe return of the troops.

Some people are wearing **red, white, and blue** ribbons or small flags. They want you to know they support the administration's policy, 100%. Yellow ribbons sometimes accompany the little flags.

Whatever the color or combination of colors, a ribbon says the wearer has thought about the war in the Gulf and has decided to show where he or she stands. Whatever the color, they are exercising one of the rights guaranteed by our democracy: the right to hold and express an opinion, whatever it may be.

Lenten Services scheduled through the season

Lenten services are scheduled on the following dates, at Noon in the Chapel:

February 20, with liturgist Richard Russell and Homilist Anne Monaghan;

February 27, with liturgist Marvin Milbury and homilist Audrey Delafield;

March 6, with liturgist Anne Monaghan and homilist John Skehan;

March 13, with liturgist George Chappell and homilist Marvin Milbury;

March 20, with liturgist Alex Cairns and homilist Ronald Beinema; and

March 27, with liturgist John Skehan and homilist Alex Cairns.

Communication News You Can Use

A recent study found that on-the job conflicts accounted for 80% of employees' negative moods. Especially prominent were conflicts with coworkers. The longer the conflicts last, the study found, the worse the effect.

The suggested solution? Identify and deal with conflicts quickly, and you'll be happier and more productive.

Source: *Journal of Personality and Social Psychology*, cited in *Breakthroughs in Health and Science*

You can still register for courses

Several courses offered by Training and Development are still open if you are interested in registering.

Basic Telephone Skills helps participants learn to establish positive contact in the first seconds of a phone conversation, assess and improve your voice quality, handle difficult calls through effective listening and problem-solving, and close a conversation successfully.

The course is offered in one three-hour session on Tuesday, February 26, 9 AM - Noon. Consultant Janet Eastman is the instructor.

Do you feel that your spelling is a real handicap? Register for **How do you Spell That?** and learn basic spelling rules; familiarize yourself with common prefixes and suffixes; learn about sounds and letter combinations; and gain comfort with frequently used words through regular writing assignments.

High school credit is available through this course for those who might need it. The six two-hour sessions were designed in cooperation with Portland Adult and Community Education. The class meets from 3:00 to 5:00 PM on Thursdays, February 21 through March 28.

Finally, build your awareness when you take **Managing a Diverse Workforce**. This course will teach you to develop your understanding of how diversity of function and specialty can challenge supervisors and managers to make the fullest use of resources; examine personal biases about co-workers in different positions, at different levels, or in different departments; explore the impact of gender differences in communicating, dealing with conflict, taking risks, negotiating, and defining roles and contributions; and discover how to make constructive use of the diversity in groups to enhance group productivity and member satisfaction.

The one and half day seminar will take place from 8:00 AM to 4:30 PM on March 11 and 8:00 AM to noon on March 12. The instructors will be organization development consultants Robert T. Neal, affiliated with

Elsie Y. Cross Associates, Inc., and Linda B. Determan.

Find out about course registration by calling Training and Development, x2824.

Just in case you were wondering...

Information and news from Human Resources will be appearing as regular news items in *What's Happening* from now on, as we fully integrate their newsletter *Connections* with this publication.

More volunteers needed for study

Healthy volunteers with no recent serious illness or hospitalization are needed in these categories:

- men aged 40-80
- women aged 45 and over
- women who are post-menopausal
- women who are pregnant
- women using birth control or not

If you are interested, and have not previously participated, stop by the Endocrinology Laboratory on the second floor of the Maine General Building or call x2517 with questions. The study involves drawing three vials of blood, for which a fee will be paid.

Mark your calendars now!



**Children's
Miracle Network
Telethon**

LIVE from DISNEYLAND®



June 1 and 2, on WGME Channel 13!

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

- ❑ Sugarloaf \$27 coupons for ski tickets. Call 775-4083.
- ❑ Girls white BR set. Double bed, dresser w/mirror, bureau and nightstand, \$100; Queen size waterbed w/bookcase headboard, \$50; antique wooden school desk and chair, \$40; antique cabinet radios, circa 1940, \$20 each. Call 761-1789 after 5 PM.
- ❑ Mahogany dining room set, table, 4 chairs, buffet, \$300. Tonka trucks, like new, \$10 each. Call 773-9676.
- ❑ Coal stove. Surdiac 612, 45 K BTU's. Exc. cond., Exc. heat source. \$550. Call 892-5386.
- ❑ Electric heat baseboards: 220V, 2 4' units, 6 4' units, 2 3' units. Must sell. \$60. Call 892-5386.
- ❑ 1984 Yamaha Virago, low miles, will trade for fiber-glass boat, 14'-16' with motor and trailer of equal value or will sell for cash. Call 428-3240 eves. after 5 PM.
- ❑ 3 BR Country Cape, new kitchen, 2 modern baths, garage under house, barn, 4.5 acres. 149 K or make an offer. 35 miles from Danville. Call 784-5884.

FOR RENT

- ❑ Portland, near MMC and Mercy, 2 rooms and bath. Stove, refrig., and parking. \$250/mo. + utils. and sec. dep. Call 799-5990.
- ❑ 1st floor, 2 BR condo, pool, tennis, patio, laundry, parking. Kingswood Park, S. Portland. Call (603) 431-6723, or after 5 PM 439-2724.
- ❑ Furnished 1 BR shorefront apt. \$550/mo. incl. all utils. plus cable and W/D. Call 655-7244 or 782-8331 days.
- ❑ Clean, cozy 3 room apt. on Pine Street. Appliances, heated, utils., parking. Suitable for single non-smoking person. No pets. Call 998-2373.
- ❑ Studio apartment, USM/Baxter Blvd. area. Basement apt., separate entrance, parking, partially furnished. For single non-smoking person. No pets. \$360/mo. includes utils. Refs. and sec. dep. req. Call 775-3303.
- ❑ Yarmouth Village 1 BR apt. No pets. Sec. dep. Call 846-0714.
- ❑ Portland Glenridge, (off Brighton Avenue), 2 BR, 2 bath, kitchen, living room, dining room, w/w carpet. W/D there. \$565/mo. Call 283-4665.
- ❑ Longfellow Square area. The Oxford building, completely renovated eff. and 1 BR apts. Secure building, w/w carpet, laundry. Parking avail. \$395-\$450/mo. incl. heat and hot water. Call 797-3681.
- ❑ 3 BR split-level country home on 3 acres in Dayton. 30 mins. to Portland. Near Saco River and Ossipee Lake. Call 363-8880 days, or 499-2483 eves.
- ❑ 2/3 BR cape on the marshes in Scarborough. Kitchen, living room, 2 baths, daylight basement, greenhouse, W/D hook-up, electric heat and woodstoves. 10 mins. to Portland, 5 mins. to beach. \$900/mo. + sec. dep. and lease. Call 874-2466 days, or 883-2765 eves.
- ❑ 3 BR house off Brighton Avenue. Living room, dining

Make that deadline!

The deadlines for announcement length items and ads for **MARKETPLACE** for *What's Happening* are February 27 for the March 13 issue and March 13 for the March 27 issue.

room, eat-in kitchen. Sunroom, skylights. 2 car garage, yard. Avail. immediately. \$650/mo. + utils. Call 773-9724 or RP 834.

- ❑ 2 BR condo in Scarborough, easy access to interstate. W/D hook-up, dishwasher. Avail. 4/1/91. Call 883-4710.
- ❑ 3/4 BR, 1 1/2 baths, applianced kitchen, living room. W/D hook-up. 1/3 of a newly built triplex in Portland. \$800/mo. Heated. Call 797-8120.
- ❑ 2 BR townhouse, Windham. 1.5 baths, W/D hook-up. Deck, pool and tennis court. \$630/mo. + utils. Call 892-2407.
- ❑ 2 furnished rooms in South Portland home. Non-smoker, share kitchen and bath. \$350/mo. incl. utils. Avail. immediately. Call 799-2292 after 5 PM.

ROOMMATE WANTED

- ❑ House to share, Scarborough home affording privacy and spacious living in suburban/rural location. Separate facilities. 8 mins. to Portland. 2 miles to beach. Parking, large yard. M/F, non-smoker. \$350/mo. Call 883-4997.

CHILD CARE

- ❑ Nurturing person needed 12-20 hrs/wk. to care for 15 month-old boy in Portland area home. Straight catheterization technique required. Hours flexible, daytime preferred. Good pay. Call 878-3160, leave message.

WANTED

- ❑ Jobs in drywall, hanging, taping, textured ceilings, priming. Call 625-4884.
- ❑ Homes and offices to wallpaper. US School of Professional Paperhanging graduate. Free estimates. 874-6688, South Portland.

PLEASE NOTE



If you would like to submit an advertisement, notice, or other item for inclusion in an issue of *What's Happening*, you **must include** the name, department, and telephone extension of a contact person. This allows for verification and clarification of the information submitted.

Maine Medical Center
employees and visitors are invited to visit
the Cardiac Care Unit for
A Fair of the Heart

- Blood Pressure Screening
- Cholesterol Screening
- Personalized Coronary Risk Profile
 - CPR Information
- Nutritional Information
- Exhibits and Video
 - Door Prizes

Thursday, February 14, 10 AM to 3 PM
R9 West Solarium

*Discover what Cardiac Nursing
is all about!*

Play volleyball to benefit kids

March 30-31 is the proposed date of the Pine Tree Society's Annual Volleyball Marathon. The action will take place at the University of Southern Maine.

The money raised by the volleyball teams will help Maine's disabled children. Watch *What's Happening* for further details about the Marathon and how you and your team can have fun and benefit kids at the same time.

About People

- **Donna Ross, RN**, Employee Health Nurse, Outpatient Department, recently passed the American Nurses' Association Certification Exam in Community Health Nursing.
- **Sandra Putnam, MSN, RN**, was appointed Head Nurse on P3A. She has had several years of nursing and management experience, most recently as an Administrator at a local medical practice.
- **Alison Luck**, Pathology and Laboratory Medicine, will bike 300 miles in Holland. Her legwork will benefit the American Lung Association.

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

NURSING: Linda Bean, Karen Berish, Terry Reynolds, Judith Anderson, Christine Kelly, Lora Kull, Catherine Lorello-Snow, Marjorie Nickerson-Smith, Carole Parisien, Sandra Putnam, Lorene Sabina, Laurel Valley, Dana Hildreth, Annie John

MCRI: Calvin Vary, Ph.D.

DATA MANAGEMENT: Cheryl Bickford

PHARMACY: Audrey Cannan

PATHOLOGY: Linda Casarella, Susan Seiden

SOCIAL WORK: Maybelle Crasnick, Marilyn Norton

PULMONARY MEDICINE: Leslie Welcome-Pillsbury, Steven Dauphinais, Michele Letourneau

ACCOUNTING: Robelyn Guillerault

BUILDING SERVICES: Jay Mitchell

OPERATING ROOM: Jennifer Moore

SURGICAL ASSOCIATES: Jennifer Perry

RADIOLOGY: Louise Couture

HUMAN RESOURCES: Lindee Cribby

CENTRAL SUPPLY: Philip Poore

Night skiing benefits blind and visually impaired

The Maine Center for the Blind and Visually Impaired will hold its second annual "Ski the Night for Sight" Saturday, March 9, at Shawnee Peak in Bridgton. It's inexpensive skiing for a good cause. Call 774-6273 for a brochure.

NON-PROFIT ORG.

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