

What's Happening

a newsletter for the employees of Maine Medical Center

January 2, 1991

Vol. 22, No. 1

Productivity and quality efforts take on a new life

It's a mouthful: Continuous Productivity & Quality Improvement. That's why we'll be calling our ongoing efforts to save money and improve care "CPQI." The next phase of what started out as a "Productivity Study"



was announced at a Department Heads meeting on January 2, and you'll be hearing a lot more about it in the coming months.

First Consulting Group, the consultants called in to get MMC started in the productivity process, filed its report in November, assessing where we were, where we were headed, and what specific opportunities were available. That report documented the preparation; CPQI represents the program that defines our goals and our plans to activate them.

The process to date has consisted of gathering information, and beginning to get people familiar with the terminology. The next phase, as the saying goes, is "where the rubber meets the road," as the plan for CPQI is implemented at MMC and consultants, employees, and management address the 75 specific items described in the consultants' report.

The Steering Committee for CPQI will consist of the Interim President, the Vice Presidents, and the staff team of Jerry Edson, Associate Vice President for Information

Systems, Doris Skarka, RN, Director of Nursing Management Resources, and Roger Pezzuti, M.D., Chief of Radiology.

A new four-person team will provide day-to-day, ongoing staff support to CPQI: Eleanor Seger, Training and Development; Donald Beddie, Director of Management Systems; Dee Roberts, RN, Nursing Outreach Education, and C. Irving Meeker, M.D., Medical Quality Improvement Coordinator. They will be at the forefront, helping departments with their portions of the project.

We'll be bringing you more details about the project soon, but here are the broad areas to be worked on first:

- **Length of Stay** Taking a page from the current project to decrease the length of stay for cardiology and cardiac surgery patients,

CPQI, SEE P. 2



SANTA CLAUS visited Isayah Desrosiers and the Pediatrics Christmas Party on December 19. There presents for everyone, as well as holiday music and goodies. Toys and books were unwrapped and put to immediate use. A/V Photo.

How about a New Year's Resolution to learn? See pages 5 and 6...

CPQI, FROM P. 1

interdisciplinary teams will look for ways to get patients home sooner.

- **Laboratory Operations Review** This project will examine all components of the Laboratory, including satellite labs in Endocrinology and Pulmonary Medicine, and NorDx (MMC's for-profit laboratory) and the Maine Cytometry Research Institute. The goal is to improve the quality and lower the operating costs of the labs.

- **OR/ASU/PACU Focussed Review** An attempt to streamline the scheduling of surgical procedures to improve the response to patient and physician needs and make the most efficient use of staff and facilities.

- **Demonstration Projects** Selected departments will begin specific CPQI projects for the purpose of providing "hands on" experience with these tools for MMC staff and examples for other departments. The goal is to have all departments participating eventually.

- **Budget Process Modification** An interdisciplinary team will have the goal of modifying the budget process to more actively involve managers in setting and keeping a balanced budget.

CPQI involves every area of the hospital, and every one of us will be aware of it as 1991 progresses. Look to *What's Happening* for more information and "success stories" as the teams do their work.

Help the Miracle Network and win a trip to Bermuda!

The Greater Portland Jaycees are sponsoring a raffle that will benefit the Children's Miracle Network at MMC.

Each \$10 ticket will give you a chance to win 2 Delta Airline tickets to Bermuda where you'll stay in a 4 bedroom house with a pool and golf club privileges. You'll be chauffeured to and from your vacation home the week of February 9, 1991.

If you'd like to buy a raffle ticket and benefit children hospitalized at MMC, call Dodo Stevens, x2101. The winning ticket will be drawn January 25!

One kind deed leads to another

When Berta Gaffar, an MMC seamstress, was hospitalized recently, her friends at work took up a collection. While grateful for their thoughtfulness, she thought of a way to put their contributions to good use.

Gaffar donated the money she received to the Bruce Roberts Santa Claus fund. The non-profit organization buys toys for needy children; contributions come from Greater Portland newspaper readers.

So, Santa visited some children and made their Christmas a little more than it might have been, thanks to Berta Gaffar and thanks to Berta's friends and coworkers.



Goals

The goals of Continuous Productivity & Quality Improvement are:

- To present and implement a balanced budget for Fiscal Year 1992.

- To improve the quality of patient care and support services through the development of a culture and climate of continuous quality improvement beginning in calendar year 1991.

- To involve employees in a partnership in the process of continuous productivity and quality improvement that promotes quality of work life and demonstrates our commitment to the wellbeing of our employees.

Appointments to Medical Staff

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

Gordon T. Caldwell, M.D., Courtesy Staff, Departments of Medicine and Rehabilitation Medicine.

Jill Chaplin, M.D., Associate Attending Staff, Department of Family Practice.

Joseph V. Condon, M.D., Associate Attending Staff, Department of Medicine, Division of Internal Medicine.

Thomas R. DeFanti, M.D., Courtesy Staff, Department of Obstetrics and Gynecology.

Norman M. Dinerman, M.D., Courtesy Staff, Department of Emergency Medicine.

Richard A. Doherty, M.D., Courtesy Staff, Departments of Obstetrics and Gynecology and Pediatrics.

Gerald G. Gross, M.D., Associate Attending Staff, Department of Medicine, Division of Internal Medicine.

Bernard L. MacKinnon, M.D., Associate Attending Staff, Department of Psychiatry.

Mitchell K. Ross, M.D., Courtesy Staff, Department of Medicine, Division of Neurology.

Ira M. Shapiro, M.D., Courtesy Staff, Department of Psychiatry.

Eliot J. Smith, M.D., Courtesy Staff, Department of Emergency Medicine.

Jeffrey R. Stenzel, M.D., Courtesy Staff, Department of Psychiatry.

Susan B. Torrey, M.D., Courtesy Staff, Department of Pediatrics.

Mitchell I. Zelman, M.D., Courtesy Staff, Department of Pediatrics.

The Board of Trustees has approved several appointments to the Clinical Affiliate Staff.

Mark Hammond, Departments of Medicine and Rehabilitation Medicine. Dr. Leschey is his supervising physician.

Kathleen A. Herlihy, PA-C, Department of Surgery. Dr. Bredenberg is her supervising physician.



VISITORS FROM THE Young Women's Organization from Windham's Church of Jesus Christ of Latter-Day Saints give a last hug to a few of the 200 bears they delivered to the Emergency Department. The bears, donated by Windham residents and businesses, will be given to children who visit Emergency. Jean Atherton, RN, former ED Head Nurse, expressed appreciation on behalf of the department to Cheryl Porter, YWO President, and the other young women. A/V Photo.

Thanks, "family"

Dear MMC Family:

I would like to take this opportunity to say thank you for the outstanding care and support my family and I received during my recent bone marrow transplant.

Because of your extra effort, what could have been a tedious hospitalization, actually turned out to be weeks filled with pleasant, friendly faces and many kind words.

Thanks to your generous contributions during fundraising efforts, we were relieved to know our children were well cared for during my absence.

My recovery is coming along very well. Together again, we are having fun and enjoying each minute we share.

Despite its size, MMC retains the feeling of family. Greg and I are proud to say we are employed here.

Sincerely,

Pat Gelinis

Retiring Development head says a final "thanks"

To the MMC Family:

This note is to thank my MMC co-workers and our many volunteers for your great support of our Development program during these last 18 years.

I move into retirement with great pride in MMC and great gratitude for all the help so many have given us.

May the years ahead be even better and more fruitful as the MMC family and its many, many friends work together to increase that wonderful support.

With thanks and best wishes.

Sincerely,

Peter C. Barnard

Director of Development Emeritus

There will be a meeting of the Pine Tree Chapter of Health Unit Coordinators January 10 at 1:00 PM in Dana Center Classroom 3.



"BETTER LATE THAN NEVER," here is the Class of Fall 1990 of the MMC School of Surgical Technology. From left to right, back: Valerie Larrabee, Claire McCubrey, and Jack Farnsworth. Front: Shelly Harris, Sandra Barnies, Lourie Swimm, and Pamela Fisher. The students completed the hospital's twelve-month program and graduated September 6. A/V Photo.

Heart-healthy cooking course offered again

Get a taste of heart-healthy cooking when a Registered Dietitian and a Chef teach you how to plan and cook exciting, delicious meals low in fat and cholesterol.

Maine Medical Center's Culinary Hearts Kitchen educational program and cooking course was developed by the New York Heart Association and is based on the dietary recommendations of the American Heart Association.

The popular four-session course covers basic principles of nutrition, food selection and preparation, modifying favorite recipes, menu selection when dining out, and menu planning for daily meals and special occasions. At each session, participants will watch a culinary demonstration and sample a variety of elegant, healthy dishes.

The course is offered several times a year, and you can register now for the January session. Classes will be January 21, 23, 28, and 30. They will take place in the Dana Health Education Center at MMC, 4-6:00 PM, sometimes extending to 6:30 PM. The cost of the course, including the Student Reference Guide of the Culinary Hearts Program, is \$25.00 per person or \$40.00 per couple.

For registration information, call 871-2511. Enrollment is limited, and payment is due upon registration.

Come learn about nutrition and enjoy the good taste of heart-healthy meals!

Pregnant, lactating, and other interested women are invited to attend **La Leche League meetings**. The series of breastfeeding information and support meetings will begin January 15 at 7:00 PM in Classroom 2.

For more information, call Kathy Wyckoff, 773-2596.

Spring Schedule of Open Enrollment Programs set

January

Assertive Communication

Tuesdays

January 22 - February 19

9-11:30 AM

(Except February 19,
9 AM-12 Noon)

Interviewing Skill For Job Seeker

Thursday

January 31

8 AM-12 Noon

February

Time Management

Mondays

February 4 and February 25

2-4 PM and

2-4:30 PM

Basic Medical Terminology

Tuesdays and Thursdays

February 5 - March 12

3-5 PM

Customer Communication

Fridays

February 15 - March 1

8:30-11:30 AM

Career Interest Workshop

Thursday

February 21

9 AM-12 Noon

How Do You Spell That?

Thursdays

February 21 - March 28

3-5 PM

March

Managing Stress Creatively:

Taking Care of Yourself

Fridays

March 1-March 15

8:30-11:30 AM

Parent Effectiveness Training

Mondays

March 4-April 8

4:00-5:00 PM

Basic Telephone Skills

Tuesday

March 5

9 AM-12 Noon

Presentation Skills

Thursdays

March 14-March 28

1:00-4:00 PM

Spring Management and Supervisory Programs

January

Performance Appraisal

Tuesdays

January 15 - February 26, 1991

9:30 AM-11:30 AM

Improving Individual Performance

Wednesdays

January 23 - February 27, 1991

1 PM-4 PM

NOTICE: If you wish to sign up for the **Career Interest Workshop** scheduled for Thursday, February 21, you must do so by January 15. For more information, call Training and Development at x2824.

Substance Abuse/Mental Health Film Series

New films are coming in the continuation of the Substance Abuse and Mental Health Film Series. As in the past, these films are open to all MMC staff, patients, and members of the community. After each screening there will be an informal discussion for any members of the audience who choose to take part. *No registration for these films is necessary.*

The first three films in the Winter/Spring series:

It's Never Too Late To Talk

This video is designed to help parents and teenagers communicate about drug/alcohol issues. It illustrates ways in which parents can bring the topic up and how they can share concerns with their children about these issues. (22 min.)

Tuesday, 1/22/91 12-1 PM
Classroom 2
Thursday, 1/24/91 2-3 PM
Classroom 2

Chronic Illness:

The Constant Companion

The diagnosis of a chronic illness presents significant challenges and requires major life changes. In this video, Meredith Titus, Ph.D., and others share personal and professional experiences with chronic illness and how to cope with it more effectively. Among the crucial issues explored are coping with the stress of the diagnostic process, managing changes in family relationships, adjusting to an altered lifestyle, dealing with stress, and becoming an active part of one's own health care team. (32 min.)

Tuesday, 2/5/91 12-1 PM
Classroom 2
Thursday, 2/7/91 2-3 PM
Classroom 2

Co-Dependency: A Complete Update

An updated version of Sharon Wegscheider-Cruz's original video entitled "Co-Dependency." She describes the behaviors and feelings of those who have lived in a home with someone addicted to alcohol, drugs, food, work, or relationships. She also addresses the treatment options available to co-dependents. (25 min.)

Tuesday, 2/19/91 12-1 PM
Classroom 3
Thursday, 2/21/91 2-3 PM
Classroom 2



MEET GEORGE A. NEWCOMB, III, who is the youngest MMC patient to experience valvioplasty. At the age of one day, a critical pulmonary valve block was opened for George by Dick McFaul, M.D. The procedure utilizes catheters and balloons, saving the infant from undergoing surgery. Dr. McFaul, above left, spends a moment with George and Charlene Newcomb and their new son before sending them home. A/V Photo.

Volunteers needed

Healthy volunteers with no recent serious illness or hospitalization are needed in these categories: men 20 to 80, postmenopausal women, women 20 to 45 (using birth control or not), and pregnant women.

If you are interested, stop by the Endocrinology Laboratory on the second floor of the Maine General Building to complete a questionnaire. A \$10 fee will be paid. Call x2517 with questions.

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

Sears standard weight stand w/leg lift. \$35. Call 774-1800.

Child size 7 Sorel boots. Exc. cond. Child size 8 Nordica ski boots. Exc. cond. \$25. Call 883-3774.

1980 Datsun 510, 2 door, runs well, needs minimal body work. Inspected. Have receipts for previous work. \$600 or B.O. Call 282-1748.

Raichle ski boots size 7 1/2, RxHot model w/automatic foot heater. US and European adapters. Almost new, \$125. Lange ski boots, size 7, \$50. Call 797-2636.

Electronic flash for 35 mm, Sunpak Thyristor Auto 433D for Canon cameras, new, never used, \$100 or BO. Call 282-3812 after 7 PM.

1988 Audi 90, dealer demo. 17 K miles, under warranty, leather interior, sun roof, loaded. \$14,900. Call 799-6954.

Small Kimball piano, pecan colored w/bench. \$800. Call 892-8039.

1989 Ford Mustang LX, power doors and windows. 4 cyl., std. 5-spd. Cruise control. Black w/red interior. Book, \$7,800. Asking \$6,950. Call 655-7272.

Shihtzu pups. Ready to go Feb. 1. 1 F, 3 M. \$300. Call 799-0293 after 3:30 PM.

FOR RENT

Western Prom area, near MMC, rooms, garage, and storage avail. Call 774-2686 days, or 879-0182 evenings.

Western Prom area, near MMC, heated garage, and storage avail. Call 774-2686 days, or 879-0182 evenings.

South Portland, Willard Beach, 2 BR house. Avail. Jan-May. \$400/mo. + utils. No pets. Call 799-0620.

2 BR house, Yarmouth, Living room w/fireplace, kitchen/dining room combination. Oil furnace, forced hot water system. Call 846-9048.

Westbrook, 2 BR, bath, stove, refrig., heated, parking, no pets. \$125/wk. + sec. dep., refs., lease. Call 787-3748.

New Gloucester, new 2 BR home. Secluded, wooded location. Pets welcome. \$600/mo. Call 926-3698.

Updated 2 BR apt. Walk to MMC, laundry in basement. Rooms on one level, kitchen, living room, full bath, off street parking for 1 car. \$550/mo. Call 846-3766.

Room in West End townhouse. Non-smoker. \$300/mo. includes all except phone. Sec. dep., refs. req. Call 775-5022 or 326-8810.

Renovated efficiency apt. near MMC and USM. Non-smoker, no pets. \$395/mo. includes heat and elec. Refs. and sec. dep. req. Call 773-0454 evenings.

2 BR apt. w/ocean views in Old Port area. Gas heat. Parking space available. Asking \$625/mo. Call 767-8000.

2 BR home w/small car size shed. Lakefront, 25 mins. to Portland. W/D, frig., and stove. \$550/mo. Call 892-8039.

1100 sq. ft. doctors office. Rt. 302, Windham location. labs, sinks, etc. \$800/mo. Call 892-7002 days, or 892-3919 evenings.

ROOMMATE WANTED

F to share 2 BR apt. on Eastern Prom. \$262/mo. + 1/2 utils. Call 761-2942 after 5 PM or weekends.

To share 2 BR, 2 bath condo in OOB, minutes from Portland, close to beach. Non-smoker. Call 934-1183.

To share house near Exit 4, Biddeford. Call 284-9241.

To share 3 BR apt. w/F, 1-6 months, possibly more, W/D, 1 1/2 baths. Call 772-0890 evenings.

WANTED

Marbles. Call 774-8948.

Ride from Windham to MMC. 3:30 PM-midnight, and every 3rd weekend. For the next 6 months. Call 892-7427 or 871-2121.

Homes or offices to clean. Refs. Reasonable rates. Call 799-8649.

Dinosaurs from your jewelry box. "Extinct" jewelry expertly custom redesigned and made anew. New jewelry custom-made with your ideas and input. Call 998-4579.

Homes to wallpaper or paint. Exc. refs. Call 767-5752.

A home for my horse, a calm mare, in the Gorham, N. Gorham or Windham area. Willing to help w/upkeep. Call 892-0344 or x2877.

CHILD CARE

Infant or toddler care. 12 years experience. Refs. flexible hours. Call 799-8649.

In my Neal Street home. Day or night hours. Call 772-6130.

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. Ads must be submitted two weeks before the publication date.

First-time gift wrapping booth is a success

Maine Medical Center and four other area hospitals benefitted from the corporate generosity of L.L. Bean, Inc. this holiday season. The company set up a gift-wrapping booth at its retail store to benefit the five hospitals. L.L. Bean supplied the paper and supplies, the hospitals supplied the help, and the hospitals kept the proceeds.

Maine Medical Center staffed the booth for 2 1/2 days, and raised a total of \$1,290.30 to be placed in the MMC Annual Fund.

Our thanks to the employees and community people who volunteered:

Jean Johnson, Sandra Cranford, Dick Cranford, Martha Mann, Evelyn Thurston, Betty O'Brien, Julia Gaskins, Barbara Marston, Ann Ottum, Father Skeehan, Dona Siatras, Pat Studley, Wayne Clark, Judy Hawkes, Sandy Walling, Don McDowell, Jean Letourneau, Barbara Watson, Joan Couture, Helen Chamberlain, Joanne Winch, Colleen Kenyon.

Gail Dudley, Debbie Boroyan, Cathy Cohen, Stella Esposito, Carol Higgins, Elizabeth Belmont, Libby LeMieux, Debbie Griffin, Georgiana Silloway, Diane Vasile, Virginia White, Dorothy Clark, Betty Roberts, Kathy Farries, Kristen Dennison, Marilyn Campbell, Tracy Farris, Janet Alexander, Bill Dalbec, Caryn Perry, Sally Rendall, Susan Matthews, Ruth Ann Hutchins, Marie Dionne, Sally Nason, Betty O'Brien, Carla Hutchinson, and Diane Dussault.

About People

- **Allen Wicken, MS, PT**, Director of Physical Therapy, Department of Rehabilitation, was recently elected President of the Maine Chapter of the American Physical Therapy Association at the group's fall meeting.
- **Susan Butler, M.M.Sc., PT**, was elected one of the three Maine delegates to the 1991 American Physical Therapy Association House of Delegates.

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

RADIOLOGY: Ralph Batchelder, Nancy Hinkley

FAMILY PRACTICE: Susan Small, Georgia Taylor

NURSING: Beth Beale, Stephanie Cousins, Rebecca Dancause, Gregory Hoffman, Agnes Hungerford, Marlene Maxwell, Peter McKeough, Roberta Nelson, Elizabeth Raymond, Robert Stauber, III, Donna Thorpe, Benjamin Tapley, Sylvia Collomy, Mary Floyd, Nancijean Goudey, Sheila Graydon, John Harper, Jenny Howitt, Sandra Merrill, Robert Weagle

ULTRASOUND: Joel Richards

ENVIRONMENTAL SERVICES: Carol Mowatt, Leonard Colello, Kevin Kozuch

FOOD SERVICES: Tisha Langley, Paul Locke, Haley Cornwall

ENDOCRINOLOGY: Ellen Peterson

HUMAN RESOURCES: Debra Smith

NEPHROLOGY: Joan Luebbert

CENTRAL SUPPLY: Jean Derossett, William Reddy, Christopher Haines

SOCIAL WORK: Maureen Higgins

MEDICAL REHABILITATION: Anne Johnson

ASU: Jennifer Bremermann

Safety Snippet

For safe winter travel, clear snow and ice off your car before starting out and stay at least four seconds behind the car in front.

NON-PROFIT ORG.
U.S. POSTAGE
PAID
Portland, Maine
PERMIT NO. 35