

What's Happening

a newsletter for the employees of Maine Medical Center

October 25, 1989

Vol. 20, No. 50

Bills, Bills, Bills

This is "The Year of Patient Accounts." With a new management team, new policies, and a new approach to staff involvement, things are changing in MMC's Patient Accounts Department. The fifty employees who work in billing, collections, data control, the cash office, and the Central Outpatient Registry are the key to the hospital's financial health.

The Central Registry, the "green card place," processes 200 outpatients' information daily. This is where an outpatient has initial contact with the record-keeping system at MMC, receiving the number that will follow them throughout their interaction with the hospital.

The billers send out close to 100,000 bills every month, which must then be collected by the collectors. In order to do its job, the billing staff must keep abreast of all changes in the regulations governing Medicare, Medicaid, and commercial insurers. On top of an awareness of what the hospital must do to insure timely payment of bills, they need to know what patients must do to have their insurers pay MMC. Each day the hospital's activity produces bills amounting to about \$500,000.

While presenting a good image of the



THE BUSY STAFF of Patient Accounts handles thousands of bills, piles of insurance forms, and hundreds of phone calls every week. A/V Photo.

hospital, the collection staff must be assertive and, when necessary, thick-skinned. MMC's policy is to provide care for free when necessary, but to collect from anyone who is able to pay.

Payments made by patients and insurance companies are made to the cashiers.

The data controllers distribute reports throughout the hospital regarding the census, reconciliations, and refunds.

Thanks to recent approval by MMC's Board of Trustees, changes are on line for the existing Patient Accounts computer system. The system has not been updated since the 1970s.

When the new system is in place, staff in all departments entering patient charge data will be taught new

ways to code those charges.

To improve communication and working relationships, staff from the Central Outpatient Registry, Outpatient Clinics, Emergency Department, Admitting, and Data Management serve on a Registration Service Committee. Information from all of these departments is entered on the Patient Accounts computer system; the people entering this data will determine whether the system works. Training is the key to the success of the new computer system.

PATIENT ACCOUNTS, p.4

IT'S TIME TO TURN YOUR CLOCKS BACK! DON'T FORGET, SATURDAY, OCTOBER 29.

“The Healing Touch”

Patient, able to communicate, a teacher—a physical therapist is all of these and more. “In terms of direct patient care, we have a real hands-on approach,” says Al Wicken, Director of the Physical Therapy Division of the Department of Rehabilitation Medicine at Maine Medical Center.

The observation of National Physical Therapy Week, October 1 through 7, recognized these professionals who work with patients, teaching them how to help themselves and function as independently as possible on their own.



SHOWING OFF THE National Physical Therapy Week display are Linda Simonsen, left, Physical Therapist, and Kay Whalen, Physical Therapist Assistant. Their professions were officially recognized October 1 through 7; we acknowledge their work all year long! A/V Photo.

Patients with mobility problems learn how to use their physical capabilities, whether their dysfunction was present at birth, was the result of a medical condition, or resulted from trauma, such as spinal cord injury, burns, or head injury. Gains are made in small increments—this is where patience is important. Muscles must learn what to do, reflexes must be stimulated, and strength must be increased.

Physical therapists and physical therapist assistants are oriented to wellness and injury prevention. They teach the *correct* way to lift, to use the back, in essence, the

right way to use “body mechanics.”

Through in-service training, Physical Therapy staff teach MMC employees how to transfer patients, to stack boxes, and to do their jobs while minimizing the risk of injuring themselves.

A physical therapist must have at least a Bachelor's degree in that discipline and must pass a state licensure examination. They evaluate a patient's needs, set goals, and plan and implement a program of treatment. Physical therapist assistants, having completed a two-year educational program and earned licensure, carry out many of the plans set forth by the physical therapists for patients.

At MMC, most of these professionals have patient assignments. There are four clinical rotations: cardiopulmonary, rehabilitation unit, orthopedic, and outpatient and general medical and surgical patients. Many different elements of movement dysfunction are addressed in these rotations. About two-thirds of the therapists work permanently in their chosen area of clinical concentration, while the others rotate among the four areas noted.

There is one physical therapy educational program in Maine, at the University of New England in Biddeford. Students from UNE, and schools throughout New England, do their clinical affiliations at MMC, where the clinical teaching program is well-regarded in the profession of physical therapy.

“Hands-On-Health,” the theme of the National observation, says it all for these healthcare professionals who have what Wicken calls “the healing touch.”

NORDx Moves to New Location

MMC Foundation's reference laboratory can now be found at
125 John Roberts Road
Unit 12

South Portland, Maine 04106

☎ 775-7831 ☎

FAX 775-7843

MMC's Chaplains Provide A Ministry of Healing

A two-year-old child is brought into the Emergency Room, close to death. Despite the valiant efforts of the medical people, the child dies. The Chaplain is called to be with the distraught mother. As he listens to her cries and denials, accepting her anger, he brings an atmosphere of caring and understanding. As a result, the mother is calmed and begins the process of facing this most traumatic event.

The child had been hospitalized many times. This time, in spite of every medical intervention, the situation seems irreversible. Nonetheless, there are many difficult decisions about what needs to be done. The physicians give the best advice that they are able, but ultimately the mother has decisions to make. The Chaplain listens, assists the mother in coming to a decision, and blesses her choice with the affirmation that she was helped by God. The mother is greatly relieved and leaves the hospital more serene.

The child stayed many months in the hospital, becoming a friend and inspiration to many with whom he could only communicate with a wave of his hand. Unfortunately, his condition overpowered him and he died. Staff, physicians, and other patients all mourn the passing of this exceptional person. A memorial service is requested by the family. Many hospital friends come, bringing a sense of closure and acceptance to what has been a difficult experience.

This year, the week of October 23 has been designated Pastoral Care Week, an event which has been celebrated since 1984. This year the celebration carries the title "Pastoral Care Week: A Ministry of Healing." The Pastoral Services staff at Maine Medical Center and at similar departments throughout the State are taking notice of this week. This is a week to say "thank you" to administrators, denomination and faith group representatives, and others who support pastoral care, counseling and educational programs. Also, it is a time to



THE MINISTRY OF HEALING is brought to patients by MMC's Chaplains: James Pitts, C.S.C., left, The Rev. Audrey S. Delafield, The Rev. Dr. Alexander B. Cairns, Director of Pastoral Services, Anne Monaghan, The Rev. Marvin T. Milbury, The Rev. George M. Chappell, and The Rev. John R. Skehan. A/V Photo.

celebrate and to interpret Clinical Pastoral Education Programs in Centers. It is a time to be thankful for providing a ministry to persons walking through tough times in life.

In recognizing this week, MMC's Chaplains will renew their promise to bring their "ministry of healing" to patients and families, contributing to the mission of healing at Maine Medical Center.



A CARNIVAL ATMOSPHERE filled the Chart Completion room the week of October 8. It was National Medical Records Week and the staff decorated their workspace and themselves. Passers-by were lured by balloons, popcorn, and cotton candy to investigate the reason for the celebration. A/V Photo.

Meet Some Friends After Work

Join us for helpful information and healthful snacks, as we present

"Joints and Bones"
an informational session
on arthritis and osteoporosis
with

Lawrence Anderson, M.D.

Healthy Happy Hour
Wednesday, November 1
5:15 PM

Dana Health Education Center

Come early for free blood pressure
and cholesterol screening!
Call Public Information for more
information, 871-2196

Healthcare Strategies for the 1990s and Beyond

Healthcare is changing. Health professionals, administrators, policy makers, educators, and others are invited to come together to discuss this change in terms of systems, demand, and expectations related to legalities and ethics.

"Health Professionals for a Transforming System" is a conference that will afford insights for participants on the development of personal and professional strategies to deal with the changing systems. Sponsored by the Bingham Program, the VA Cooperative Health Education Program, the State of Maine Health Policy Advisory Council, and the Maine Consortium for Health Professions Education, the conference takes place November 8 and 9 at the Bangor Civic Center.

As Consortium members, MMC staff may attend the program at a reduced rate. For more information, contact Janet Eastman, M.S.W., Training and Development, MMC Department of Human Resources.

PATIENT ACCOUNTS, FROM P. 1

The "Year of Patient Accounts" will be the year of lower receivables, or outstanding bills. Thomas Cryan, the new Director of the department, aims for MMC to have 10% less receivables than other hospitals of similar size.

Cryan and his new management team stress training and increased involvement in decision-making for employees on his staff. Task groups will work on issues that are division-oriented. Cryan recognizes the worth of his staff—they worked most of the summer without direct supervision. They took the initiative and continued department services until the new supervisory staff and Cryan were on board. Michael Kilmartin, Associate Vice President for Finance, supported the department until Cryan took over.

A higher level of customer service—that's the hoped-for outcome of "The Year of Patient Accounts," a level of service appropriate for a hospital like Maine Medical Center. It's likely to happen, with the positive changes that Cryan and his staff are effecting.



THOUSANDS OF RUNNERS and walkers Kicked Off this year's United Way Campaign on October 3. MMC's employees are giving generously and getting involved as group leaders and solicitors. A drawing will be held at the end of the campaign. Prizes for the winning United Way contributors will be a \$100 and a \$75 gift certificate from L.L. Bean, a book of MMC Cafeteria coupons valued at \$15, and three awards of passes for two on Longfellow Cruiselines. A/V Photo.

Program to Honor Former Director

In honor of Dr. J. Mark Kjeldgaard, the Maine Medical Center Departments of Critical Care Medicine, Medicine, and Pediatrics will observe Pulmonary/Critical Care Day on Wednesday, November 15. Dr. Kjeldgaard was Director of Pulmonary Medicine and a respected teacher and clinician. To his memory, this day is dedicated and will continue as an annual observance.

Visiting Faculty from across the country will present at this program. Warren Sumner, M.D., Chief of Pulmonary Medicine and Professor at LSU School of Medicine in New Orleans, will talk about CPR. Robert Weinstein, M.D., is Associate Director of Infectious Diseases at Michael Reese Hospital in Chicago. He will discuss selective decontamination and the emergence of resistant bacterial strains in the ICU. Mark Rockoff, M.D., Vice Chairman and Clinical Director of the Department of Anesthesia at Children's Hospital in Boston, will speak about neurologic problems in the ICU.

The conference is hosted by Paul Cox, Jr., M.D., Chief, Department of Critical Care Medicine, Frank Altman, M.D., Attending, also of the Critical Care Department, Robert Hillman, M.D., Chief, Department of Medicine, and Paul Dymont, M.D., Chief, Department of Pediatrics. It will take place in the Dana Health Education Center Auditorium, from 8:00 AM to 4:00 PM. There is no registration fee for this program. Donations may be made to the Pulmonary Education Fund. For more information, contact E.M. Gribbin in the Department of Critical Care Medicine, x4173.

Coming Soon to MMC's Cafeteria

Heart-healthy foods will be easier to choose when colorful stickers are used to indicate them.
Watch for them in early November!

Living Well With Diabetes

A day-long conference, "The Other Side of Diabetes," is being sponsored by Maine Medical Center and the American Diabetes Association, Maine affiliate. Individuals with diabetes and their families are invited to attend this event, free of charge, to learn how to live well with diabetes.

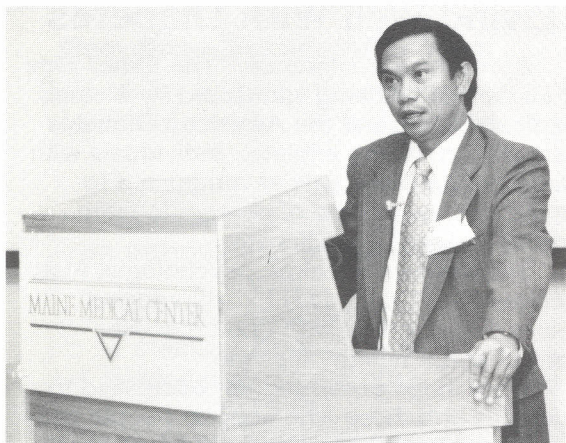
The keynote speaker, psychologist Matti Gershenfeld, Ed.D., D.H.L., will address issues that interfere with good glucose control and a healthy lifestyle.

Workshops presented are addressed to diabetics and those who support people with diabetes. Joining Dr. Gershenfeld as speakers are Lisa S. Bussey, M.A., a therapist with a private practice in Portland; Meredith H. Jordan, R.N., M.A., and Reverend Norman Bumby, Chaplain at Mercy Hospital. Their workshops will focus on dealing with stress management, the importance of support by others, and the challenges presented by diabetes.

This second annual conference is offered in recognition of National Diabetes Month, observed during November. It takes place Saturday, November 4, from 9:00 AM to 3:15 PM at the Holiday Inn West. For more information, contact the Maine affiliate of the American Diabetes Association at 800-354-4003.



MARLENE KRAMER, Ph.D., F.A.A.N., R.N., distinguished lecturer and nurse researcher, addressed approximately 300 attendees from the New England region at the conference, "Shaping our Future: A Challenge for Nurses," October 12 and 13. A/V Photo.



CAMBODIAN REFUGEE Health Care was the subject of a conference held at MMC in September. Dith Pran, the *New York Times* photo-journalist whose survival and escape from the Khmer Rouge was the basis for the movie "The Killing Fields," shared his experience. Other guests spoke about providing health care to refugees in Maine. A/V Photo.

Register for a Fall Workshop

There is still space in two courses for interested MMC employees. To sign up, please obtain a Program Registration Request Form from your supervisor, the boxes near the cafeteria, or the receptionist in Human Resources. Space is limited, so early registration is advised!

The Creative Movement workshop is designed to open you up to your own creativity and to provide you with five weeks of fun and relaxation.

Each class will begin with simple, gentle body warm-ups for stretching and stress reduction and progress to a combination of movement exploration and improvisation.

Instructor Frans Rijnbout was born and raised in the Netherlands. He studied mime, dance and theater in New York, and improvisation and mime with Tony Montanaro in Maine. He has toured in France, Belgium, the Netherlands, Canada and the Eastern United States and taught at the Brattleboro Dance Studio in Vermont, Colby and Bates Colleges, New York University and the

University of Winnipeg.

There is a fee of \$30.00 for the five one-hour sessions, payable to the instructor at the first meeting. Beginning November 6, the classes will meet Mondays, from 5-6:00 PM at the gym in McGeachey Hall. Participants should plan to wear comfortable, loose-fitting clothing. There is an enrollment limit of 15.

MMC supervisors and managers are invited to register for Leadout: A Leadership Experience.

Leadout is a management skill-building activity which uses a fast-moving and interesting simulation experience to develop awareness of the impact of leadership on group decision-making and high performance teamwork; motivation and risk-taking; planning and the full use of people resources; and conflict management.

From this half-day, participants will take away useful insights about leading groups in ways that fully tap the resources available.

Susan A. Williams, Director, Training and Development, and Janet Eastman, Human Resources Development Specialist, will lead this class on Wednesday, November 1, from 9:30 AM to 1 PM. The 24 registrants may each earn .3 CEUs.

Moving, Moving, Moved!

Materiel Management announces
its move to the new
Offsite Distribution Facility
78 Scott Drive
Westbrook



775-1925, 775-1659,
775-3739, 775-2921

Serving MMC

8:00 AM to 4:30 PM
Monday through Friday

Please note corrected
phone numbers!

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

- ❑ Blue enamel tubular steel frame bunk beds w/ mattress. Good cond. \$100 or BO. 761-9090.
- ❑ Kenmore gold self-cleaning gas range, \$100. Queen size bed, \$75; Ashley console woodstove, \$150. 637-2066.
- ❑ Oak dresser, \$275; Kirby vacuum cleaner, \$50. 799-5084.
- ❑ Woodstove, \$100. 767-5855, or 563-5777.
- ❑ 1987 red Chrysler 4 dr. Colt E sedan. Exc. cond. Many extras, 41k miles. \$4,400 or BO. 247-6621.
- ❑ Ski and bike racks, for Hondas. \$100 for both. 929-4076.
- ❑ King size waterbed, dark pine frame, many extras. \$190. 774-8088.
- ❑ Glacier bay coal/wood allnighter. 32" x 23", asking \$450; Metalbestos chimney system, \$450. Both for \$800; 25' Cape Dory Sloop 1976. Sleeps 4 w/ 1989 Honda 10 hp engine. Many extras. Asking \$13,500. 799-1600.
- ❑ Fold out student couch in gold corduroy, \$30. 781-4775, or 871-4226.
- ❑ Twin beds, boxspring and mattress, double dresser, large mirror, black lacquer with gold trim, \$400. 774-2766.
- ❑ 1978VW Dasher station wagon, 145 K miles, \$500; 1982 Honda Accord, 4 door sedan, 141 K, \$1,000; 1983 Renault Alliance 4 door sedan, 130 K, \$1,000. 846-3627.
- ❑ Computer table 48" x 30", \$50; tabletop refrig, \$50. 797-5784.
- ❑ Baby guinea pigs, \$5 each. 284-8998.
- ❑ 8 room, 1 1/2 bath home in Freeport. Many extras, 20 min. to MMC, \$142,000. 865-9444.
- ❑ GE heavy duty washer/dryer, 1 year old. \$600 or BO. 854-3116.
- ❑ Dover woodstove, 4 heat exchanger w/blower, \$300 or BO. 929-4051.
- ❑ Handcrafted Futons. Cotton or New Zealand lambswool core. 883-7049.
- ❑ 2 studded snow tires 175SR14; Sony auto tape deck w/auto reverse and synthesizer. Best offer. 767-0606.
- ❑ 10" Craftsman tablesaw, \$200; 16" Craftsman scroll saw, \$100; 1982 Chevy Cavalier, 4 dr. auto., 43 K miles, \$2,500; 1984 Mercury Topaz, 4 dr., 5 spd., 47 K miles, \$3,000; 1987 Pontiac 6000. 4 dr., auto., 24 K miles, \$7,500. IBM software, Multimate II, \$100; Framework, \$100. 854-1196.
- ❑ Fruitwood curio cabinet, lighted, 72" tall, 21" wide. Exc. cond., \$300. Call 799-5106.
- ❑ Puch Moped, circa 1980, exc. cond., low mileage. Rain suit, windshield, helmet. \$275. 799-8672.
- ❑ Nursing uniforms, size 3-14, all in good condition, some new. 883-4812, leave message

FOR RENT

- ❑ 3 room apt. West-end. \$390/mo. plus heat. 774-8088.
- ❑ 4 BR, 2nd and 3rd floors, Brackett St. \$600/mo. + heat and elec. 772-3002.
- ❑ 3 BR home at base of Mt. Abrams. Sleeps 6. Week, \$500, weekend, \$300. 892-9333.
- ❑ Short-term, West end 1 BR condo. \$450/mo. 767-2858.
- ❑ 2 BR, \$575/mo. S. Portland. 799-6548.
- ❑ Garage for rent, \$75/mo. 774-9395.
- ❑ 4+ BR home, Windham-Gorham line, 2.5 acres, \$1,000 + utils. 775-3064.
- ❑ 3 BR home, 2 car garage, private beach access. 774-8122.
- ❑ 2 BR apt. Baxter Blvd.-Woodfords area. \$550/mo. incl. all utils. 874-0271.
- ❑ 1 BR OOB condo. 2 parking spaces, no pets. \$550/mo. + utils. dep. and ref. 773-7100, or 767-4622.

ROOMMATE WANTED

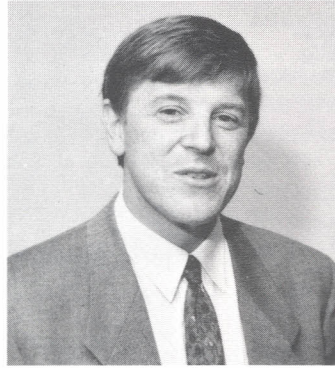
- ❑ M/F to share 3 BR cape in Yarmouth. No pets, non-smoker, \$285/mo. + 1/3 utils. 856-0854.
- ❑ M/F professional to share home in North Gate neighborhood. Responsible, mature, non-smkr preferred. Washer/Dryer, pkg., fireplace. \$375/mo. plus util. Call 772-2466.
- ❑ Non-smkr. Spacious bedroom, wooded surroundings, cable, W/D. 30-min. to Ptld. \$225/mo. & util. 642-4623.

WANTED

- ❑ Camera lenses for Pentax Bayonet/K mount, 28-85 mm zoom. or 200 mm. 799-7929.
- ❑ Men's ice skates, size 12; dehumidifier for daylight basement. 839-3946.
- ❑ Housekeeper, non-smoker, 10 hours/wk. 799-5084.
- ❑ RN to lead group of young adults to explore nursing as a career. 780-4805.
- ❑ Jobs in finished carpentry, cabinets, repairs, renovations, additions and decks. Interior painting. Ref. avail. 688-2229.
- ❑ Homes to wallpaper or paint. Professionals with exc. ref. 774-9506.
- ❑ Birthday parties for the "Clowning Around Clown". Reasonable rates. 929-6788.
- ❑ Houses to paint. Exterior thru November; interior all year long. Free estimates, reasonable rates. 892-7441.
- ❑ Offices to clean on a weekly basis. Good quality work, excellent references. 799-6208.

CHILDCARE

- ❑ Experienced nanny looking for family in Portland area. Exc. ref. 772-3925.
- ❑ Woman needed to care for 10-month old in Scarborough home. Call 883-6261.



AT THE RECENT conference, "Update in Psychiatry," noted speakers addressed attendees from Maine and northern New England. Elissa P. Benedek, M.D., left, is Professor of Psychiatry, University of Michigan, and President-Elect of the American Psychiatric Association. William Z. Potter, M.D., Ph.D., is Chief, Section of Clinical Pharmacology, at the National Institute of Mental Health, Bethesda, Maryland. A/V Photo.

About People

• Two members of the Division of Pulmonary Medicine will present scientific abstracts at the annual meeting of The American Society of Respiratory Care in Anaheim, California, December 2 through 5. "Use of Self-Reported Height in the Prediction of Pulmonary Function Spirometric Indices," authored by John Dziodzio, George Blaisdell, and Julia Haverinen, will be presented by Blaisdell. The paper "The Clinical Usefulness of Pulse Oximetry in Detecting Hyperoxemia and Hypoxemia in Neonates" will be presented by Tim Blanchette. Other authors of this paper are John Dziodzio and Kathryn Harris.

At the same conference, Pulmonary Medicine staff members Penny Gagne, CRTT, Denise McNeil, CRTT, and Andre Roberge, CRTT, will represent Maine in the "College Bowl of Respiratory Care."

• Judith Harrington, ACSW, LCSW, has been appointed Assistant Director of the Social Work Department. She comes to MMC from Southern Maine Medical Center, where she was Director of Social Services for five years. Harrington earned a Bachelor of Arts at Boston University in 1962; a Master of Divinity with an emphasis on counseling from Drew University in 1968; a Master of Arts in Psychology at Montclair State College in 1973; and a Master of Social Work from Rutgers University in 1976.

New Employees

HOUSEKEEPING: Jane Adams, James Arnott, Patricia Card, Chaoying Chen, Daniel Larson, Raymond Larson, Tara Marrandino, Dennis Varvell

DEVELOPMENT: Ann Chadderton

NURSING: Carol Burke, Joyce Coburn, Gloria Coffin, Anita Cornish, Suzanne Crolus, Joyce Dickinson, Patricia Garrett, Denise Hannigan, Philip Harmon, Therese O'Sullivan, Catherine Prouty, R. Bruce Raemsch, Patricia Small, Gail Ward, Maria Zanca

ADMITTING: Faith Fenderson

PHYSICAL THERAPY: Lorri Flanders

PATHOLOGY: Tina Deschaine, Debra Douvielle, Betty Gibbs, Theresa Wilmot

FOOD SERVICE: Colby Bowie, Christine Haley, Melissa Quantrano, Christine Sims, Jennifer Tirabassi, Christina Verrier

MCRI: Denise Chapman

RADIOLOGY: Mary Ellen Jafari, Deborah Pippin, Bonnie St. Peter

OB/GYN: Linda O'Brien

PSYCHIATRY: Maureen O'Connor

LABORATORY: Michelle Weikel

SURGERY: Vicki Kilborn

PHARMACY: Joseph Mack, Donna Sheedy

MEDICAL RECORDS: Theresa Melanson

BUILDINGS & GROUNDS: Steven Stevens

Safety Snippet

October is Fire Safety Month. Plan night-time and day-time home fire drills. And check your smoke alarms and fire extinguishers for readiness!

What's Happening

Maine Medical Center, 22 Bramhall St., Portland, Maine 04102

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U.S. POSTAGE

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