

what's happening

Maine Medical Center
Portland, Maine 04102

July 12, 1989

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Recommendations recognized

In late January and early February this year, 450 Maine Medical Center employees participated in a survey on employee recognition distributed by an eighteen-member Plan and Shape Committee and thirty-five other coordinators. In the middle of June, senior management received copies of the final report from the Committee and discussed the recommendations.

What emerged from the survey? The Committee gathered information about three issues: What do employees believe they should be recognized for? How effective are MMC's present recognition programs in acknowledging contributions? What new ideas might MMC develop further?

In answer to the first question, employees believed that they should be recognized for quality of service and performance; care and concern for patients; good or perfect attendance; special projects; creating a good work environment through cheerfulness and cooperative behavior; going the extra mile; length of service; cost-effective, innovative solutions to on-going problems; and professional achievements.

When employees answered questions about the effectiveness of MMC's present recognition programs, they gave mixed reviews. Over fifty percent of the employees answering the survey said that they felt recognized for their contributions by their peers and immediate supervisors, and by patients, clients, or "customer" groups. However, only fifteen percent felt recognized by MMC as a whole.

In large numbers, employees said that it was often more important for them to be recognized by their own supervisor, department, or work group than to attend large functions, even though many appreciated the fact that MMC makes an

effort to create these events. The consensus of the Plan and Shape Committee was that hospital-wide events should continue to occur, with additional support for departments for creating smaller scale employee acknowledgment events.

Of the Committee's several recommendations, senior management would like to begin immediately on three: 1) form a group to work with the Director of Public Information to consider how to extend the possibilities for giving publicity to employees for outstanding efforts; 2) create monthly opportunities for small groups of employees to have a meal or an informal exchange with members of senior management; these might occur within departments or nursing units, or

RECOGNITION, page 2

Auger speaks to French pharmacists

In May, Robert R. Auger, R.Ph., addressed Hospital Pharmacists during a five-city speaking tour in France. In the cities of Strasbourg, Nimes, Lyon, Toulouse, and Paris, Maine Medical Center's Pharmacy Director spoke about building a Clinical Pharmacy Program.

Auger talked about working with physicians, surgeons, nurses, administrators, and others in order to implement such a program at MMC. After careful planning and testing, the new system became a reality and has been successful ever since.

Auger came to MMC in 1972 and was instrumental in modernizing and computerizing the Pharmacy.



GEORGETTE CARPENTER, RN, BSN, above left, has been named Maine's 1989-90 Diabetes Nurse Educator of the Year. Presenting the award is **Wendy Macaluso, RN, BSN, CDE**, President of the Maine Affiliate of the Association of Diabetes Educators. Carpenter will be nominated for National Diabetes Educator of the Year for 1990. (A/V Photo).

Medical Staff named

The Board of Trustees recently approved the following appointments to the Medical Staff:

Courtesy Staff

Department of Psychiatry

Stephen B. Alberg, M.D.

Courtesy Staff

Department of Surgery

Joel S. Olstein, M.D.

Arthur Winter, M.D.

Courtesy Staff

Department of Family Practice

Janet Pactha-Galligan, M.D.

Courtesy Staff

Department of Medicine

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Department of Medicine

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Karen Kurkjian, M.D.

Susan M. Lee, M.D.

Daniel S. Oppenheim, M.D.

Associate Attending Staff

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Ann M. Babbitt, M.D.

Leonard Peter Einstein, M.D.

Brian M. Jumper, M.D.

Paul B. Kluger, M.D.

Richard Needleman, M.D.

Verne M. Weisberg, M.D.

Associate Attending Staff

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& Gynecology

Cecilia L. Caldwell, M.D.

Associate Attending Staff

Department of Family Practice

Andrew T. Delp, M.D.

Associate Attending Staff

Department of Dentistry

Jeffrey B. Doss, D.D.S.

Steven L. Herschlag, D.D.S.

Laura E. Krause, D.D.S.

David J. Moyer, D.D.S., M.D.

Associate Attending Staff

Department of Emergency Medicine

Mark D. Earnshaw, M.D.

Mark W. Fourre, M.D.

John E. Prairie, M.D.

Associate Attending Staff

Department of Anesthesiology

Richard E. Evans, M.D.

Associate Attending Staff

Department of Psychiatry

Catherine H. Fales, M.D.

Associate Attending Staff

Department of Radiology

H. Thomas Robinson, M.D.

Associate Attending Staff

Department of Pediatrics

Daniel B. Sobel, M.D.

Attending Staff

Department of Obstetrics

& Gynecology

Phillip G. Stubblefield, M.D.

Clinical Affiliate Staff

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Geoffrey A. Beckett, PA-C

Susan Motley, PA-C

Jeffrey Thurlow, PA-C

Clinical Affiliate Staff

Department of Surgery

Steven J. Fauser, PA-C

Donna J. Libby, CORT

Scientific Advisory Staff

Department of Pathology and

Laboratory Medicine

Marcia F. Goldfarb

RECOGNITION, from page one across departmental lines; and 3) create a separate Plan and Shape Committee to examine how MMC presently supports employees' general health and well-being and to consider whether additional programs or services should be created or re-instituted.

Other recommendations will receive future attention:

- Explore the ways that MMC can encourage all supervisors and managers to give direct, regular, meaningful acknowledgment of employees' contributions.
- Increase the opportunities for employees to receive meaningful acknowledgment from peers, employees in other departments, or patients. This recommendation includes consideration of an MMC "Extra Mile Club," similar to an Employee of the Month idea.
- Consider ways to reward employees for cost-saving, innovative ideas and for special projects and research efforts.
- Explore ways to structure events and services, such as the Pharmacy, Employee Health Services, Human Resources, and Food Services, so that they are more convenient for those who work at night.

The work of the Plan and Shape Committee grew out of the knowledge that keeping good staff means valuing employees. This is possible not only through equitable pay, but with less tangible, but powerful, statements that say, "We need you, we acknowledge how much you contribute, and we could not be what we are without you."

Please note these
pager numbers

Margaret Schoeller, M.D.

918

James Calderbank, M.D.

913

Lunch and learn seminar

"Multiple Care Situations: How they evolve and revolve" is the title of the Lunch and Learn seminar to be presented on Wednesday, July 12, from 12 to 1 PM in Classroom 3 in the Dana Health Education Center.

Do your children have a complicated schedule of day care, nursery school, recreational activities, play groups, lessons, and babysitters? If so, you are not alone! Join us at this seminar where we will attempt to describe the intricate balance of care situations, how they work—or don't work—for us, and how we feel about using them.

Kay Mishkin, Field Coordinator of the CARESHARE Network, will facilitate the session. This is the last seminar of a 5-week series.

Medical Grand Rounds
Modern Management of Pain
Thomas G. Kantor, M.D.
School of Medicine
New York University
Wednesday, July 19, 1989
9:00 AM
Noyce Auditorium
Dana Health Education Center

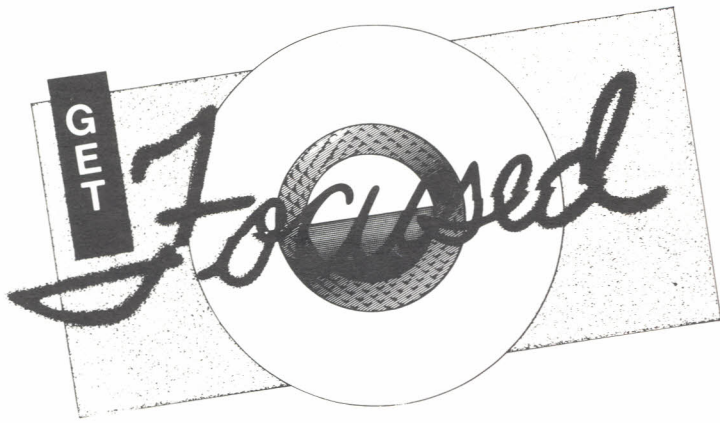
Please Note

If you were one of the employees randomly selected to participate in the MMC survey, please remember that survey sessions will be held on July 12 and 13, and July 19 and 20, in the Dana Health Education Center.

Come if you can!

About People

Brent A. Varney, BA, MT(ASCP), has been appointed Senior Medical Technologist in Hematology. He is a graduate of the University of Maine at Orono and the Maine Medical Center School of Medical Technology. Varney has been employed in Hematology since 1983, most recently as the night Medical Technologist.



Enter the MMC Employee Photo Contest!

This year's contest will be bigger than ever, with more prizes and more chances to win! Judges will select 1st, 2nd, and 3rd prizes in each category: Scenic, People, Animals, Health Styles and Open. All entries will be on display in the Dana Center Lobby for employees to select their favorites for the People's Choice Awards.

RULES

1. The contest is sponsored by the Public Information Office.
2. All part-time and full-time employees are eligible, as well as all volunteers, students, and members of medical staff. (Entrants must be amateur photographers earning less than 5% of their annual income from photography).
3. Photos will be judged in five categories: Scenic, People, Animals, Health Styles, and Open.
4. Photos may be in color or in black and white.
5. Photos must be 5" x 7" or 8" x 10", and must be unframed and unmounted.
6. Each entrant may enter as many photos in as many categories as desired. There is no entry fee.
7. Entries must be submitted in person, and entrants must present their MMC ID.
8. Entry deadline is Friday, August 11, 1989.
9. Photos must be submitted to the Public Information office between 9:00 a.m. and 4 p.m., Monday through Friday.
10. An entry blank must be completed and submitted with photo. Entry blanks can be picked up in the Public Information Office or can be found on poster displays.
11. Photos will be judged by a panel of experts from the Greater Portland area.
12. First, second, and third places will be awarded in each category by the judges.
13. All photos will be mounted on black board and displayed in the lobby of the Dana Center during the day-time, Monday, August 21 - Friday, August 25, 1989. (Photos will be locked up at night).
14. A ballot box will be set up Monday and Tuesday, August 21 and 22, from 8 a.m. - 5 p.m. in the Dana Center for MMC employees to cast their votes for the People's Choice Award in each category.
15. All possible care will be exercised in handling photos. However, the sponsors cannot be held liable for damage or loss. Photos will be returned after the contest.
16. Winners will be announced Wednesday, August 23, 1989.

The deadline for entries is Friday, August 11, and winners will be announced Wednesday, August 23.

Marketplace

FOR SALE: 1987 Saab 900S, 3 Door, power steering, A/C, light gray/green metallic, excellent condition, 58,000 miles. \$11,200. Call 622-5134.

FOR SALE: 1987 Jetta GLI, red, 4 door, 5 speed, cruise, sunroof, stereo, snow tires, rust proofed, extended warranty, 47,000 miles, excellent condition. \$8,450 or best offer. Call 883-4392.

FOR SALE: 1984 Coleman, Sunvalley pop-up camper with furnace, sleeps 6, awning, 2 propane tanks, excellent condition, \$2,750. Randix boom box, \$20. Boys 10 speed 24" bike, black, \$75. Call 642-4814.

FOR SALE: Set of women's right-handed Spaulding golf clubs. Complete starter set, good condition. \$40. Call X2758 or 2759.

FOR SALE: Apartment size washing machine, excellent condition. \$150. firm. Call 247-5984 after 5 PM.

FOR SALE: 1986 Toyota 4 x 4 pick-up, 5 speed, 48,000 miles, excellent condition. Asking \$6,500. Call 773-4151.

FOR SALE: Touring bike, women's new 19", red Shogun bike with cromoly frame, shimano derailleur and braking system. \$250. Call X4542 or 767-6349.

FOR SALE: 1984 Chevy Chevette, 4 door hatchback, 75,000 miles, new muffler, rear shocks, clean car, maintained, asking \$1,600. or best offer. Call 854-1580.

FOR SALE: St. Tropaz mountain bike, 12 speed, black, 17", excellent condition, 1 year old. \$140. Call 829-6523 after 6 PM.

FOR SALE: Two wood and cloth easy chairs, price negotiable. Call 878-8459.

FOR SALE: Queen size waterbed, excellent condition. \$100 or best offer. Call 926-3580 evenings.

FOR SALE: Raspberries, U-Pick, ready by July 8. Call 883-9737 for directions, times, and berry report.

FOR SALE: 4 BR, eat-in kitchen, dining room, french doors, built-in china, hardwood floors, 10,000 square foot lot. \$126,500. Call 774-2778.

FOR SALE: 1979 Chevette, standard, 4 cylinder, blue, 88,000 miles, original owner, very dependable. \$550 or best offer. Call 642-2902 after 5 PM or 878-2864.

FOR SALE: 50% off selected items at the Flower Box. Sale starts July 26.

FOR SALE: Portland, 3 BR ranch, 2 baths, family room with woodstove, hardwood floors, all appliances, over-sized lot on dead-end street. \$93,900. Call 761-8082.

FOR SALE: 1986 Colt Vista Wagon, automatic, low miles, AM/FM/cassette, excellent condition. \$6,000. Call 892-5271.

FOR SALE: 1982 Subaru GL, 4 door sedan, sunroof, AM/FM cassette stereo with 4 speakers. Asking \$1,000. Call 657-2109.

FOR SALE: 1978 Datsun 210, 95,000 miles, new head gasket, runs well. \$400 firm. Call x2648 or 772-7786.

FOR SALE: Queen sofa, navy, excellent condition. Asking \$250. Call x2526 days, 772-8533 evenings.

FOR SALE: Classic 1970 Triumph Spitfire, TR5, Georgia car, no rust, original paint, new white wall radials, convertible top, boot cover with rebuilt engine. Call 879-0025.

FOR SALE: Men's python, snake-skin boots, size 9-10, worn 1 hr., Texas code west with genuine leather. \$150. Call 879-0025.

FOR RENT: Available August 1st, 2 BR apartment, Eastern Prom, parking, backyard, W/D in basement. \$550/mo. heated. Call 773-5822.

FOR RENT: Available September 1st, 3 BR cape with hardwood floors, W/D, microwave, fenced yard, parking, on bus line. \$850/mo. plus utils. Call 772-3863.

FOR RENT: 2-3 BR, hardwood floors, W/D hookup, fully appliances, decks, working fireplace, 5-10 min. to MMC and USM. \$650/mo. plus utils. Security deposit. Call 874-2448.

FOR RENT: Summer, Westport Island, Boothbay area, Furnished, 2 BR, 2 level contemporary, dining/living room, franklin stove, deck and mooring. \$400/wk. Call 767-2819 evenings.

FOR RENT: 1 BR with desk in a home off Stevens Ave., use of kitchen, laundry, yard, off-street parking. \$75/wk. Call 774-8992.

FOR RENT: West End condo. 1 BR, Hardwood floors, cathedral ceiling, Jotul woodstove, off-street parking. \$475/mo. Call 767-2858.

FOR RENT: Osteopathic area, 3 BR, 2 bath, living and dining room, eat-in kitchen, den, woodstove, basement, yard, shed. \$925/mo. furnished. \$850/mo. unfurnished. Call 774-6659.

FOR RENT: MMC area, remodeled 3 BR apartment with deck, laundry, storage, limited parking. \$600/mo plus utils. Call 781-2308.

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WHAT'S HAPPENING is published every Wednesday at Maine Medical Center, Portland, Maine 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 Public Information Office, MMC, Portland, ME 04102. Telephone: (207) 871-2196.

Wayne L. Clark, Editor.

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FOR RENT: High Street, 1 BR Condo, recently renovated, bay window, fireplace with coal stove, pumpkin pine floors, roof deck, W/D in basement, walk to MMC. \$430/mo. plus utils. Call 773-3789.

FOR RENT: Falmouth, 3 BR house, 10 minutes from intown Portland and MMC. No pets. \$900/mo. plus utils. Call 781-4515.

FOR RENT: 1 BR condo, living/dining room, kitchen, bath, W/D available. Underground parking. 5 minute walk to MMC. No pets. Call 645-4239.

ROOMMATE WANTED: Female to share Freeport waterfront home, non-smoker. \$600/mo. Call 865-0621.

ROOMMATE WANTED: 2 BR apartment on Stevens Avenue, off-street parking, non-smoker preferred. \$245/mo. plus 1/2 utils. Heat and hot water included. Call 775-7174.

ROOMMATE WANTED: Fessenden Street, 1 block from USM Portland campus. W/D, off-street parking, W/W carpeting, gas heat, non-smoker. \$225/mo. plus 1/3 utils. Call 871-8604.

ROOMMATE WANTED: Law School/USM area, 2 BR apartment, kitchen, dining room, living room, off-street parking, W/D. \$287.50/mo. plus utils. Call 871-7214 after 6 PM.

WANTED: Nurse or student to help retired gentleman. Own room and bath, place for car. Call 797-4474.

WANTED: Housecleaning jobs. Professional, experienced, references. Call 774-9506.

WANTED: Babysitting, yard work, housecleaning, odd jobs, etc. Saving for college. Mature, responsible, ambitious teen will work by the hour or job. Call 799-8679.

WANTED: A sleep-in person, preferably a nursing student, for elderly woman in Gorham (approx. 13 miles to MMC), transportation necessary. For interview call 839-6375, references.

WANTED: Home for Samoyed, 6 mo. male, all shots up-to-date, litter registered. Call 892-6037.

what's happening

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 Portland, Maine 04102

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