

# what's happening

Maine Medical Center  
Portland, Maine 04102

June 21, 1989

Vol. 20, No. 38

## Osher honored with lecture

Bernard Lown, M.D., will present the first annual Harold L. Osher Lecture on Wednesday, June 21. Dr. Osher is being honored for his years of service as Director of the Division of Cardiology at Maine Medical Center.



Dr. Lown's lecture is entitled "Physicians Confront the Nuclear Age". The speaker, Professor of Cardiology at Harvard School of Public Health and Co-President of International Physicians for the Prevention of Nuclear War (IPPNW), is a pioneer in the research of sudden cardiac death. He is the inventor of the defibrillator and the cardioverter and introduced the drug Lidocaine, used to control disturbances of the heartbeat.

In 1985 IPPNW was awarded the Nobel Peace Prize for its "considerable service to mankind by spreading authoritative information and by creating an awareness of the catastrophic consequences of atomic warfare." Dr. Lown and Academician Evgueni Chazov accepted the Peace Prize on behalf of IPPNW. Dr. Lown was also founder and first president of Physicians for Social Responsibility.

The Osher Lecture will be followed by Chief's Rounds and a luncheon for Dr. Osher at which a presentation will be made to him.

## Hospital Industries recognition given

On June 6, Maine Medical Center's Department of Rehabilitation Medicine recognized the assistance of hospital employees and local businesses for their support of the Hospital Industries Program.

Special notice was taken of the support of Edward C. Andrews, Jr., M.D., MMC President from 1975 to 1988, and Donald L. McDowell, Executive Vice President and Treasurer. Nearly fifty MMC employees and a number of State agencies and local business partners were thanked for their assistance.

On the agenda were remarks by William B. Deal, M.D., President; B. Cairbre McCann, M.D., Chief, and Richard M. Balsler, Administrative Director, Department of Rehabilitation Medicine; Peter R. Stowell, Maine Developmental Dis-

abilities Council; and Susan B. Parker, Commissioner, Maine Department of Mental Health and Mental Retardation.

The Hospital Industries Program began in 1981 as a federally funded project to address the concern that state supported programming for those with developmental disabilities did not offer a realistic goal of self-sufficiency. The new program helped to prepare disabled persons for competitive employment by providing a real work environment.

The goal of the program is to identify a variety of options for multiple client groups through public and private partnerships. Assessment, training, and placement services introduce mentally and physically handicapped individuals to the workplace. Financial support for the Hospital Industries Program is from the Maine Developmental Disabilities Council and the Maine Bureaus of Men-

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**RICHARD M. BALSER**, above, Administrative Director, Department of Rehabilitation, was awarded on Recognition Evening for leadership, creativity, and dedication in his involvement with the Hospital Industries Program. The plaque was given by **John R. McKernan, Jr.**, Governor; **Susan B. Parker**, right, Commissioner, Department of Mental Health and Mental Retardation; and **Betsy J. Davenport**, center, Director, Bureau of Mental Retardation. (A/V Photo).

# About People

Joanna Salamone, R.N., recently began her new position as Evening/Night Assistant Head Nurse in the Cardiac Intensive Care Unit. Salamone has been a staff nurse in CICU for two years.

## New Employees

**NURSING:** Lisa S. Basford, James M. Burns, Jennifer Glatter, Gabrielle G. Gorham, Katherine A. Hall, Cynthia S. Heelan, Lisa A. Lauze, Darcy R. Merrill, Gail M. Morin, Elizabeth A. Piata, Kimberly A. Potmesil, Laurie Lyn Reckker, Jami T. Williamson

**PRESIDENT'S OFFICE:** Nancy G. Brayman

**QUALITY ASSURANCE:** Sheila M. LaCourse

**HUMAN RESOURCES:** Maura C. Nichols

**CAFETERIA:** Julie L. Brown, Kimberly J. Connick

**FOOD SERVICES:** Brian J. Currie, Nathan J. Dupuis, Warren S. Johnson, Diana J. Taylor

**HOUSEKEEPING:** Margaret H. Davidson

**OPERATING ROOM:** Catherine M. Dillihunt, Sarah L. Hawkins

**MEDICAL RECORDS:** April W. Farr

**PHARMACY:** Bruce L. Hotchkiss

**MAINE CYTO RESEARCH:** Matthew P. Melander

**PATIENT ACCOUNTS:** Roseanne M. Peterson

**OB/GYN:** Michael G. Pinette, M.D., Sheila G. Pinette

**EMERGENCY MEDICINE:** John E. Prairie, M.D.

**ACCOUNTING:** Diane R. Roy

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tal Health, Mental Retardation, and Rehabilitation.

Best wishes and congratulations were extended to MMC and its Hospital Industries Program from Will Wolstein, Acting Commissioner of the Administration on Developmental Disabilities, U.S. Department of Health and Human Services; Maine Senator George J. Mitchell; and Maine Representative Joseph E. Brennan.



**THE VOLLEYBALL SEASON** is over and the champions have been declared! The first place team, above, was "RSVP". Back, left to right: Dave Foster, Kathy Hebert, Eric Anderson (captain), Mike McLean. Front, left to right: Maggie Guthrie, Dave MacKinnon, Denise Amergian. Missing from the picture are Jon Huff and "Tiger" Jenkins. The "Red Rovers," below, ended up in second place. Back, left to right: Patton Griggs, Mary Beth Winschel, Camilla Nicholas, Gayle Eastman. Front, left to right: Lou Sesto and Brad Campbell. Not available the day of the photograph were Jeff Sanborn (captain) and Tom "The Hammer" Ferrucci. (A/V Photo).



## A good time was had by all

Balloons, door prizes, awards, and dancing were all ingredients for a successful 1989 Honor Night celebration on June 9.

Ronald J. Baril, Vice President, Human Resources, greeted the employees and retirees who had been invited to the function. He commented that, based on a survey of employees about previous Honor Nights, spouses and friends would be invited to attend the dinner next year. William B. Deal, M.D., President, presented Service Awards to those who had served 20, 25, and 30 years. Mary

Boyle of Medical Records was the sole recipient of a gift commemorating 35 years of employment.

According to Perry McCourtney, Human Resources Representative, 526 people attended Honor Night. This is the highest attendance has been for several years. Last year, 383 people were on hand.

This was the first year that a hot meal was served to evening and night shift employees who were scheduled to work and unable to join in the merrymaking at the Holiday Inn by the Bay. During the evening shift, 135 free meals were served. Seventy-two more dinners were enjoyed by the night shift.

## Survey to seek employee opinions

In 1986, nearly 2,000 Maine Medical Center employees participated in an Employee Attitude Survey. The survey was used to gather opinions about what employees found satisfying and not so satisfying at MMC. As a direct result of that survey, a number of constructive changes, such as the Sick Leave Reimbursement Policy, occurred at an organizational level and many other changes took place at the departmental level.

Now, three years later, the Human Resources Department is planning a smaller-scale survey which it hopes will yield similarly valuable information. The survey will include questions about decision-making and communication, rewards, organizational values, and perceptions of senior management priorities.

Ron Baril, Vice President for Human Resources, notes, "It is more important today than ever that we stay in close touch with the opinions and needs of the employees who make Maine Medical Center the kind of high quality health organization that it is. I believe that a process which regularly asks employees what they think helps us to improve the effectiveness of our efforts to make MMC the best possible place to work."

Baril says that this survey process will differ from the previous process in two ways. Unlike the 1986 instrument which sought to gather opinions from as many employees as possible, this survey will be completed by a smaller random sample of people. The sample will be 600 of the 3,600 employees who presently work here. Because this is a sample of the whole, it will be extremely important that any employee selected to be part of the survey make whatever efforts he or she can to complete the questionnaire.

Second, in this survey process, feedback sessions will not take place in departments or on units as before, but will be given to the Management Group, to the employees who participate in the survey, and to all employees through What's Happening. Thus, this survey will focus on the whole organization rather than on individual departments and nursing units.

As before, participant responses in the survey will be strictly confidential, and survey data will be collected and analyzed by an outside consultant.

Letters will be sent on June 26 to the 600 employees selected for the sample, asking each person to select a time to come to the Dana Center to take the survey. There will be twenty-seven sessions to choose from over the course of two weeks. The sessions will be held on July 12, 13, 19, and 20. It will take between

45 minutes and one hour to fill out the survey.

The data obtained will be analyzed during the end of July, through August and September. Feedback will be offered throughout October and November.

Baril says, "Because this is an important process, I hope that employees will make every effort to participate if their name is selected. We want to make sure that the results of the survey truly reflect the perceptions of all individuals in the organization, regardless of level or function. This is an excellent opportunity for us to continue our efforts to realize the potential of individual employees and of Maine Medical Center as a whole."

## Reviewers' goal is quality care

Who monitors healthcare services to see that patients are receiving the best quality medical care? A team of Utilization Review (UR) coordinators plays a key role.

In addition, the team reviews admitting records in order to justify the necessity of a patient's admission and the appropriateness of the stay. The effectiveness of discharge planning is also examined.

All admissions and continued stays are reviewed based on criteria accepted by the hospital administration and the fiscal intermediaries, or insurance providers.

When a patient's acute hospitalization is deemed no longer necessary, a coordinator discusses the case with the UR physician advisor and the attending physician. If the insurer might deny benefits, the change is explained to the patient, as well as family members when appropriate.

With quality as the primary focus, coordinators analyze all patient records. They also are asked to produce quality studies for department heads and audit committees.

This utilization review process is mandated by Medicare Law. It is administered by a staff that includes Albert Aranson, M.D., the physician advisor, and four nurses: Gloria Stover, RN, Shirley Mansir, RN, Lynn Jackson, RN, and Ann Rapp, RN. They bring to the team diverse clinical experiences.



**THESE STUDENTS** have just completed the 150 hours required in the Nursing Care Assistant course, part of the Student Nurse Employment Program. They are: back row, from left, Jeffrey Brown, Margaret MacDiarmid, Yvonne LaHaie, Beth Sawyer, Ann Marie Taliento, and Christine Marshall. Front row, from left: Jennifer Shearer, Anne DiSanto, Eileen Gwinn, and Donna Pinette. (A/V Photo).

# Marketplace

FOR SALE: Sat. June 24, yard sale, 16 Southwell Ave., So. Portland, 10 AM-3 PM.

FOR SALE: Puch Moped, used very little, just needs tuning. \$400. Call 761-3951 evenings.

FOR SALE: 1984 Volkswagon Rabbit, 4 door, AM/FM, tape deck, standard, \$2,100 or best offer. Call x4238 days or 934-9356 or 883-1613 evenings and weekends.

FOR SALE: Women's 19 inch Touring Bike, cromoly frame, red with Shimano derailleur and braking system. \$300. Call 871-4542 (day), 767-6349 (evening).

FOR SALE: 1985 Ford Tempo GL, automatic, 2 door, power steering, power brakes, AM/FM stereo, excellent condition, 45,500 miles. Asking \$3,600. Call 892-8868 after 5 PM.

FOR SALE: 3.8 acres, wooded, private, in North Yarmouth. Surveyed and soil tested. Greely school system. Asking \$55,000. Call 829-3111.

FOR SALE: Westbrook, garrison style condo, 1½ baths, 2 BR, living and dining room, kitchen with appliances, deck, loft with 2 skylights, full basement. \$85,000 by owner. Call 854-5411.

FOR SALE: 1978 Glaston 17' boat. A 1978, 85 H/P outboard motor. Includes life jackets, spare prop, new battery, new steering system, and trailer. Great condition, must sell. \$4,500. Call 854-1335.

FOR SALE: Queen-size Somma Water Mattress with boxspring, only 2½ years old. Asking \$400. Call 846-6219.

FOR SALE: AKC registered black Lab pups, father shown successfully. \$300. each. Call 622-4262.

FOR SALE: Pleasant Hill, Scarborough, 8 room cape on wooded lot, wood floors, cathedral ceiling, deck, fireplace. Asking \$189,000. Call 883-5993.

FOR SALE: 1976 AMC Hornet Wagon, 98,000 miles, runs well. \$250 or best offer. Call X2755 or 772-7193.

FOR SALE: 1982 Kawasaki CSR 1000 motorcycle, excellent condition, new tires, 10,000 miles. Best offer. Call 772-6229.

FOR SALE: Typewriter, Cannon AP200X, excellent condition. Call 772-7231.

FOR SALE: 1985 Nissan 300ZX turbo, t-roof, A/C, cruise, loaded. \$8,900 or best offer. Call 985-9002 or X2322.

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

FOR SALE: 1977 Honda Civic, 2 door hatchback. Very little rust. 55,000 miles. Asking \$600. Call 655-7944.

FOR SALE: Children's sporting goods and misc. items, 2 family yard sale, Sunday June 25, 9 AM-4 PM, 57 Drew Rd. So. Portland.

FOR RENT: Cumberland Condo, 20 minutes to Portland, 2 BR, 1 bath, living room with fireplace, dining room, kitchen with appliances, W/D, furnished, attached garage. \$850/mo. plus security deposit. Call 829-6320 evenings or 781-2147 or 781-4758 to leave message.

FOR RENT: Camp on shore of Quimby Pond in Rangeley, sleeps six, fireplace, cathedral ceilings, kitchen, bath, fully applianced, canoe available, non-motor boat pond. \$75/day and \$425/wk. Call 865-4672.

FOR RENT: West End, 1 BR duplex, newly renovated historic cape, fireplaces in living and dining rooms, 1½ bath, kitchen, W/D hookup, storage, private entrance, parking, courtyard, alarm system. \$700/mo. plus utils. Call 773-8842.

FOR RENT: 2 BR apartment in Portland, kitchen, bath, new carpet, W/D hookup, yard, parking, storage. \$510/mo. plus utils. Call 1-428-3306 or 773-5460.

FOR RENT: 1 BR condo, W/D available, underground parking, 5 minute walk to MMC, no pets. Call 645-4239.

FOR RENT: 3 BR, ½ duplex, off-street parking, 10 minutes from MMC. Call 871-1052 after 5 PM or 871-1599.

FOR RENT: 73 Emery Street, 10 minute walk to MMC, 1 BR apartment to sublet for summer, share kitchen, bathroom, dining and living room with semi-retired doctor. \$250/mo. utils. included. Call 772-5193 early or after 8 PM.

FOR RENT: Sept.5-June5, Waterfront home on Wolfneck, Freeport, 3 BR, 2 bath, all appliances, private road, no pets, \$850/mo., Call early, 865-6916.

FOR RENT: MMC area, 1 BR apartment, non-smoker, laundry, porch, no pets. \$325-\$350/mo. heated. Call 772-1061.

FOR RENT: 1 BR apartment, Deering, heat and electric included, off-street parking. \$525/mo. Call 772-5311.

## what's happening

**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.**  
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FOR RENT: West End, 1 BR apartment, 1st floor, hardwood floors, non-smokers, no pets. \$525/mo. plus utils. Call 773-2204.

CHILDCARE: Mother of 2 will provide dependable care in my home, White Rock/Little Falls area, on school bus line, 1 opening for 1st of Sept. Call 892-5457

WANTED: Ride from MMC to Stevens Avenue weekdays only at 5 PM. Call 797-7026.

WANTED: Professional house cleaning, 10 years experience, excellent references. Call 767-4460.

WANTED: Homes to clean in Portland/South Portland. Reasonable rates, excellent references. Call 799-6208. Leave message.

WANTED: Camp nurse needed for summer, June 24-August 17. Camp Tohkomeupag (Boys', near Conway, NH.). Live-in. Call 1-800-367-8897.

WANTED: Windows to clean, commercial and residential. Also Office cleaning. Call 657-2033 or 799-6208.

WANTED: Pianos to tune. Piano tuning by a professional with excellent references. Call 767-4770 from 7 AM-11 PM, keep trying.

WANTED: Homes to wallpaper or paint. Professionals with excellent references will wallpaper your rooms (\$75 for an average room, wall preparation extra), or paint (estimates given). Please call 774-9506, or 799-6208, leave message.

WANTED: Birthday parties. Let the "Clowning Around" clown take care of your child's birthday party while you relax and enjoy the fun. Includes set up, cake, balloons, games, favors, goody bags, paper products, and clean up. Call 929-6788 for information on our reasonable rates.

WANTED: Ride to MMC by 8 AM, willing to arrive earlier. Will pay weekly parking in Bramhall lot. Have big yellow lab guide dog. Live on Hicks Street. Call 797-5452 or 797-8187, leave message.

WANTED: Live-in companion/housekeeper, healthy, non-smoker for woman in Cape Elizabeth, transportation a must. Good pay. Call 767-2486.

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