

what's happening

Maine Medical Center
Portland, Maine 04102

Vol. 20, No. 17

January 25, 1989

Newsletter changes are coming closer

"What's Happening" is due for some changes. By the middle of 1989, our newsletter will have a new look, a new schedule, improved content, and—perhaps—a new name. Plans for the "new" newsletter, set to premier June 7, include a smaller 8 1/2" x 7" format, eight pages (up from the present four), and a biweekly publication schedule.

Based largely on information gathered in a series of employee focus groups last year, we will be improving and expanding the content as well. Employees generally liked the content, but wanted more on issues and legislation that affects them, more graphics and illustrations, and more departmental profiles.

A key element of the changes will be

the incorporation on a regular basis of the Human Resources newsletter "Connections." Employees in our focus groups indicated that "Connections" was a valuable communications tool, but that it should be more readily available and produced in a typeset format for better readability. "Connections" will share the interior of the new newsletter on a rotating basis with similar material from the medical staff and elsewhere.

Overall, the idea is to have an updated, livelier format, more "newsy" content, a heavier emphasis on issues that affect our readers, and a broader scope to represent the diversity of our audience. Desktop publishing computer software is scheduled for arrival in the Public Information Office soon, and will help make the changes possible.

Right now, we need a name. We can

keep "What's Happening" or adopt a new name for the new format, and we'd like our readers to help make the decision. Tomorrow's paycheck distribution will include ballots on which employees may vote for the existing name, one of a selection of new names, or write in a choice of their own. Ballots should be returned to the Public Information Office or dropped in a ballot box in the Cafeteria.

Human Resources has a number of services

Last week, we profiled three divisions of the Human Resources Department: Employment and Employee Relations, Training and Development, and Benefits. Today, we look at the other two divisions.

Compensation

The objective of MMC's compensation program is to help the organization attract, retain, and motivate qualified people who can achieve MMC's goals, and at the same time take into consideration the hospital's ability to pay. Mary Kohanski, Acting Director of Compensation, is concerned about the volatility of health care jobs. "It is particularly critical that we stay informed about the relationship between what MMC is paying and what other hospitals and organizations are paying."

A major change in Compensation is the need to look beyond healthcare organizations for comparative data, because with decreasing numbers of available and qualified people, healthcare must attract individuals from a larger cross-section of potential employees. Throughout the year, the Compensation staff is continuously involved in compiling and analyzing salary data. The staff also reviews the compensation policies of other organizations, including those for differential pay and performance in-



JANUARY 1988: the good old days? (A/V Photo).

HR, from page one _____
creases, to ensure a comprehensive competitive position.

It is necessary for the Compensation staff to be concerned not only with external information but with internal equity. One major task is to maintain the integrity of the Job Evaluation System. Maine Medical Center has about 600 different job classifications, which are evaluated under the job evaluation system. As in any growing organization, jobs change to respond to changing needs, and it is the responsibility of this office to analyze these changes and to adjust the evaluations. The evaluations of 49 jobs were changed last year.

Staff in the Compensation Office are available to talk to employees about pay policies, salary issues, or job descriptions.

Safety

"The overall responsibility of the Safety Office," says Safety Manager Dennis Mulherin, is to see that the hospital environment is as safe as possible for staff, patients, and visitors." Mulherin is only one person in a very large place, so he works to maintain relationships with all layers of management. In turn, managers can support and promote safety awareness in their areas.

Mulherin says about 275 injuries at MMC are reported to the Occupational Health and Safety Administration (OSHA) each year. Some injuries are

regrettably unavoidable, he says, but can be kept to a minimum if staff in all areas of the hospital work cooperatively to maintain a safe environment.

The Human Resources staff invites you to visit them where they work by coming to an Open House Reception on January 26, 8:00-9:30 AM or 2:00-4:00 PM. They would welcome the chance to hear your ideas and concerns, and to share ideas about the services they can provide you. Refreshments will be provided, and two free tickets to the February 4th Maine Mariner's game, courtesy of MMC, will be available to the first 500 employees visiting the Benefits Office. The tickets will be available from 8:00 AM until they run out. If you are not among the first 500 employees, you can still purchase tickets at the reduced rate of \$2.00 each.

BUDGET WORKSHOP

Program for Department Heads, Chiefs, and Supervisors with budget responsibilities.

Wednesday, February 1

9 AM-11 AM

OR

Thursday, February 2

1 PM-3 PM

**Mike Kilmartin and
Gene Joyner, Instructors**

Former MMC trustee named to chair MHCFC

Rosalyn S. Bernstein, Esq., a former MMC trustee, was named by Governor John McKernan as Chairperson of the Maine State Health Care Finance Commission replacing Diantha A. Carriagan, Esq.

Bernstein has been a member of MHCFC since 1987, and her four-year term ends in November 1991. She served on the hospital's Finance Committee and Reorganization Committee.

Holmes named to national posts

Former Maine Medical Center chairman Mrs. Herbert S. Holmes, Jr. has been elected to a second two-year term as Maine's delegate to the American Hospital Association Congress of Hospital Trustees. She was also elected to serve as Alternate Trustee Representative to the AHA's Regional Policy Board for New England.

New Employees

NURSING: Martha Brandon, Linda DeArmott, Doreen DeMusis, Janet LeBrasseur, Tammy Lessard, Deborah Turgeon, Cynthia Young, Lora Anderson, Irene Furlong.

HOUSEKEEPING: Donna Gilbert, Elizabeth Higgins, James Stephani, Susan Tracy, Donna White, Patricia Johnson, Rebecca Osterberg, Jerry St. Thomas, Mary Goodspeed, Maria Richard, Helen Sliger.

LAUNDRY: Steve Guilmet.

PSYCHIATRY: Catherine Kilmartin, Mary Romano.

REHAB MEDICINE: Joseph Seger, Nancy Fahey-Good, Carol Frank.

MIS MAINTENANCE: Daniel Buckley.

BUILDING & GROUNDS: John Finn.

PULMONARY MEDICINE: Brenda Ashby.

OB/GYN: Janet Moffett.

HEMATOLOGY: Christine Morrill.

FOOD SERVICE: Laurie Patry, Carol Roy.

MATERIEL MANAGEMENT: Sanford Whitney.

CARPENTRY: Stephen Michael Williams.



KAROLE L. JOHNSON, RN, is the new head nurse on P6, MMC's Inpatient Psychiatric Unit. She was previously Assistant Head Nurse on the unit. (A/V Photo).

SPECIAL REPORT:

The Healthcare Cost Crunch

This is the third in a series of articles examining the current economic crisis in health care and how it affects MMC, its employees, and its patients. If you have specific questions about issues covered in

this series, please write to us: Editor, What's Happening, Public Information Department. We'll try to answer as many questions as we can in the final installment of this series.

Part III: Great Expectations

"High-tech medicine and affordable health care may not be compatible," wrote journalist Robert J. Samuelson in the *Washington Post*. That one sentence may define the crux of the healthcare cost crunch: the very advances in technology and treatment that we applaud and expect to have available are the advances that drive up the cost of care.

To talk about healthcare costs is to enter the schizophrenic realm of expectations. Americans expect quality health care, and expect it to advance over time, as it always has. We also expect, in large part because of expectations raised by the Great Society, that we will have access to that care on our own terms.

And at the same time, we expect affordable health care. Samuelson's point, well taken, is that we probably can't have it all. If we want magnetic resonance imaging and genetically-engineered cardiac drugs and admission-on-demand to the hospital of our choice for ourselves and our loved ones, we have to be willing to pay for it for everyone else as well.

The difficulty in reconciling these opposing expectations lies in the nature of the decision-making process. They are not individual decisions, they're societal decisions. And societal decisions are not made by individuals but by the agencies and institutions created by society.

Healthcare decisions at present are made largely by default. In Oregon, the state legislature was forced to decide between prenatal care and organ transplantation because there weren't enough Medicaid funds to cover both. In Maine, regulators restrict the amount of money hospitals can spend, but leave it up to the hospitals—the caregivers themselves—to determine what they can or can't do within that limit.

Overwhelmed by rising health insurance costs and unable to get a handle

on them any other way, employers start managed care programs that limit coverage and choice. Overwhelmed by rising claims, insurers place arbitrary moratoriums on new services.

Expectations. Some small rural hospitals in Maine and elsewhere, with declining admissions and expensive overhead costs, should probably be closed. That would be the smart business approach. But if that means closing the only hospital within a 60-mile radius, you run smack into the expectations of the community.

The greatest educational challenge facing healthcare today may well be to raise a public consciousness about expectations vs. reality. We can applaud the arrival of new technology—magnetic resonance imaging, for instance—but need to recognize at the same time that the \$6 million has to come from somewhere. As we saw in our last installment, "somewhere" is ultimately our own pockets.

Tempering expectations won't be easy, and there are many who don't believe it's possible. Americans were forced to temper their expectations of cheap, readily available gasoline during the 1970s, but now a decade later cars are getting bigger again and mileage is no longer a priority issue. The underlying expectations, it seems, never changed.

Ultimately, by design or by default, society will have to decide how much to spend on health care. It will be a fundamental decision about, as the song says: "what you can live with and what you can't live without." Those who work in healthcare may, as the cost crunch worsens, be among the first to understand the difference between expectations and reality.

Then perhaps they can tell everyone else.

Next time: Searching for Solutions

PT Division makes internal awards

Sally Dalton, PT, and Tammy Dion, PT, have received the Physical Therapy Division "Director's Award" for 1988. The award is presented annually to a staff person or persons in recognition of "outstanding professionalism, clinical skills, and commitment to caring." Dalton works with cardiopulmonary patients, particularly those undergoing thoracic surgery, and Dion works with pediatric patients, particularly those in the Neonatal Intensive Care Unit.

Division Director Allen Wicken, PT, says "Both Tammy and Sally are rightfully accorded a high degree of respect and appreciation from not only their peers, but also physicians, nurses, patients, and families. The Medical Rehabilitation Department and the Division of Physical Therapy owe much to the fine work of these professionals."

Past recipients of the Director's Award are Peggy Shapiro, PT, Linda Simonsen, PT, and Jenny Rautenberg, PT.

The Division also gave its "Parallel Bar Award" to Mike Belcher, Physical Therapy Assistant. This award is presented to the staff person who "most successfully administered a good sense of humor as a therapeutically assistive device for patients and peers alike." It is a lighthearted award, Wicken says, fashioned out of the old PT Division sign showing a patient and parallel bar. While humorous, though, it gives serious recognition to a very important trait: a sense of humor.

Past recipients of the award are Mary O'Connell, PT, and Izzy Higgins, PT.

Leadout: A Leadership Experience

Wednesday, February 8
9 AM-12 noon

Susan Williams,
and Eleanor Seager,
Instructors

25 person limit
CEU'S: .3

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 various situations.

x2824 for further information

Marketplace

FOR SALE: 6'9" Landsem fiberglass skis. Used once, \$80. Call 781-4775. or 871-4226.

FOR SALE: Yarmouth, 3 BR, 2 bath condo, garage, cathedral ceiling, deck, appliances, wood-stove. \$135,000. Call 846-9682 evenings.

FOR SALE: Dog Obedience classes. Trained instructors. Call 799-7517 or 829-6296.

FOR SALE: Pine twin bed and matching end table, \$130. Full length leather coat, camel color, size 8 or 10, never used. Call 934-9356 or 883-1613 or x4238.

FOR SALE: 1 week time sharing, 2 BR, 2 bath anywhere in US, plus many other locations. Must be used between now and 2/26/89, and requested by 1/31/89. Price negotiable. Call 883-1613 or 934-9258 or x4238.

FOR SALE: 1984 Subaru wagon, good condition, 5 speed, AM/FM, new clutch, no rust. Asking \$2,200. Call 774-4886 evenings.

FOR SALE: Single family home, by owner. Western Prom, 3 or 4 BR, brick, corner of West and Chadwick, \$295,000. Call 871-7060.

FOR SALE: Puppies, 1/2 samoyed, 1/2 yellow lab. All white. Call 799-5898 after 6 PM.

FOR SE: F2, lightning sailboat, with complete rigging, mast, sail and boom. Board also has footstraps, retractable dagger board and sliding mast track. Asking \$600. Call 934-1026.

FOR SALE: 1985 Chevy C-10 Silverado pickup truck, loaded, with bedliner, rust-proofed, excellent condition, asking \$8,200. Call 967-0845.

FOR RENT: Deluxe oceanfront condo, 2 BR, 2 bath, fully furnished, W/D, heated pool, lease. \$700/mo. plus utils. Call 934-9356 or x4238.

FOR RENT: Immediate occupancy, South Portland. Immaculate, quiet, 1 BR, includes carpeting, appliances, parking. \$375/mo. plus utils., security deposit, no pets. Call 799-8934 after 2 PM.

FOR RENT: Neal Street, Beautiful Western Prom, luxury apartment, 3 BR, wood floors, fireplace, spacious, many amenities. \$825. Available 2/1/89. Call 774-4732.

FOR RENT: Newly renovated, small (easy to heat) 3 room, 3rd floor apartmet, near hospital. Skylight and eaves. No smoking, no pets. Available mid to late February. Call 766-2385.

FOR RENT: Available 2/5/89, 1 block from MMC. Furnished small BR with private bath, single only. Some kitchen privileges arranged. \$70/week. Call 772-3561 after 7 PM.

FOR RENT: Winter recreation on Sebago Lake, 25 minutes from Pleasant Mountain, Bridgton, Maine. Available now to June. By week or month. Call 799-1401 or 871-0112.

FOR RENT: Marco Island, Florida, 2 BR, 2 bath condo. Garden style, 2nd floor overlooking pool. Across from residence beach. Month of April, \$1,600. Call 799-1401 or 871-0112.

FOR RENT: 3 BR apartment, North Deering area. Fully applianced kitchen, on busline. \$675 plus utils. Call 797-4657 or 797-8553.

ROOMMATE WANTED: To share home in Falmouth near the ocean. Room available for office/studio. Laundry, garden, etc. \$300/mo. plus utils. Call 781-4610.

ROOMMATE WANTED: M/F to share large apartment in Portland. Fireplace, hardwood floor, garage, yard. \$288/mo. plus utils. Call 797-2000.

WANTED: Children's play kitchen items. Any of the following, table and chairs, sink, or stove set, refrigerator. Call 797-8245.

WANTED: Dog sitter for 3 weeks, date will be arranged. 15 year old mixed breed, well behaved, needs indoor heated environment. Call 934-9356 or x4238.

WANTED: Home for free kittens. Brother and sister. Have had basic shots. Would like to keep them together, but will consider splitting them up. Call 781-3245.

WANTED: Department of Medicine is looking for a person to run a projector (we will train). February 1, 8, 15, and 22-8:30 AM-10:30 AM. \$10 per session. Please call 871-2651.

Advanced Medical Terminology

Tuesdays and Thursdays
February 7-April 20, 1989
3 PM-5 PM

Lucille Twadell, Instructor

25 person limit
CEU'S: 4.4

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.

Wayne L. Clark, Editor.

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MARKETPLACE MECHANICS: *This column is maintained as a service to the extended MMC family of employees, physicians, trustees, corporators, volunteers, and their own immediate families. It is meant to be an informal forum for the exchange of goods and services and is based on a belief in the basic honesty of all participating. Those buying and those selling do so at their own risk. What's Happening cannot be held responsible for any problems arising from transactions made through Marketplace.*

Ads must be submitted (in writing, or in person) to the Public Information Office by noon on Wednesday preceding publication. In the event of space problems, ads are printed on a first-come, first-served basis. Ads may be run only once; repeat ads must be resubmitted.

MMC employees may not use hospital telephone extensions in ads without the express consent of their supervisors.

The editor reserves the right to abbreviate, edit, or reject advertising material.

what's happening Maine Medical Center
Portland, Maine 04102

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PAID
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Healthy men needed
for blood donation
\$15 for 2 tubes of blood
Sorry, we can not use men who
have answered this ad before.
Call Ellen at x4689