

what's happening

Maine Medical Center
Portland, Maine 04102

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Training programs are open to all

The Training and Development Section of MMC's Personnel Department announces the Open Enrollment Program schedule for Fall 1987. The courses listed below are open to all employees. Advance registration is required, and additional information is available from Training and Development at x2824.

Basic Medical Terminology

Interested in medical transcription or secretarial/clerical work in a clinical setting? Tired of not knowing what other people are talking about? Then sign up for this course. It covers the essentials of medical terminology and anatomy. Word roots, prefixes and suffixes forming the most commonly used medical terms are presented in connection with the body systems they describe. Frequent quizzes will be given to help you see your progress. Count on several hours of homework each week. Twenty 2-hour sessions. Tuesdays and Thursdays, September 15–November 19, 3–5 PM. Exceptions to schedule: Monday, October 5 and Wednesday October 7. PLEASE NOTE: The text for this course, D.E. Chabner's *The Language of Medicine*, must be purchased for the course. It's available at a discount through the Office of Training and Development. You'll also need a medical dictionary.

Social Styles

The way we see ourselves often differs considerably from the way others see us. This course will help you develop self-awareness and skill in observing and describing behavior. These skills may help promote clear communication and better working relationships. The Meyers-Briggs Type Indicator is an assessment tool to help you understand your own and other personality types.

COURSES, page 2

New Stretching Guide is for everyone

The exercise station recently erected on the Western Promenade side of the Maine Medical Center campus has benefits for employees, patients, and the community. A "Stretching Guide" by Parcourse, is designed to condition the upper and lower body. The flexibility apparatus is a *HealthStyles* project, made possible by contributions from the MMC Medical Staff and the Bride Charitable Foundation. Originally intended as a warm-up station for joggers and walkers along the Promenade, the Stretching Guide offers similar benefits for wheelchair users.

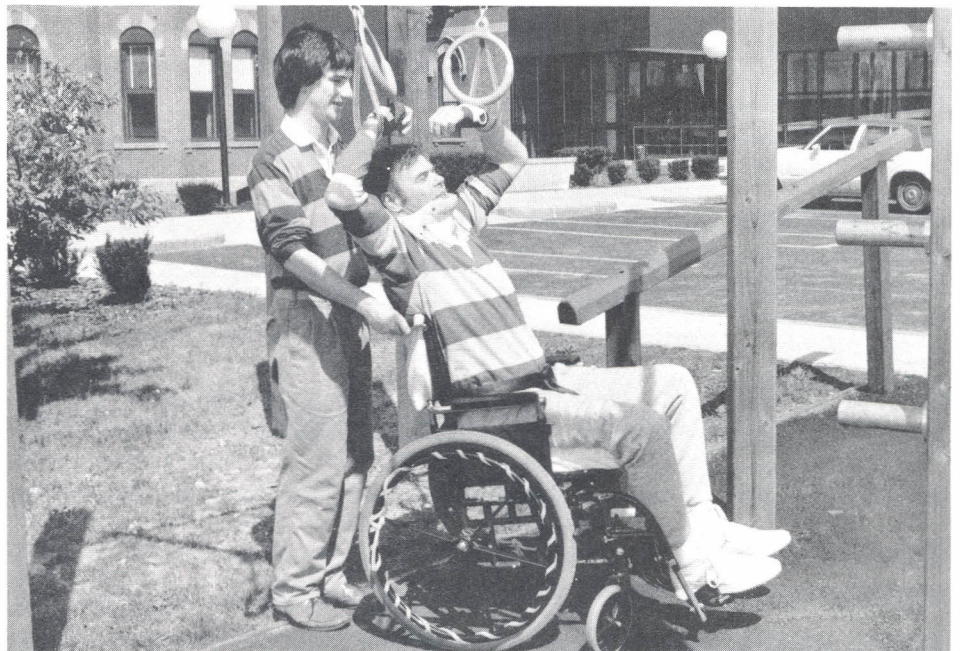
"The main intent of the hospital is to treat injury and illness, but we also have a responsibility to the community for promoting a healthy lifestyle," says

Director of Physical Therapy Allen Wicken, PT. "The Stretching Guide serves the community by addressing the physical needs of the disabled as well as the able-bodied."

The Stretching Guide has a panel of instructions on how to use the station. It outlines a complete series of stretching and limbering exercises for proper warm-up prior to rigorous sports-related activities, and for cool-down afterwards. By following the simple exercises, users can improve their readiness for more vigorous exercise and decrease the chances of injury during aerobic activity.

"You can enjoy the stretching exercises anytime just to loosen up, relieve tension and relax. I recommend it, especially after spending the day in front of a computer terminal or some other conforming posture situation," says Wicken.

STRETCHING, page 3



Boyce Norton, a Rehabilitation patient at MMC, demonstrates one of the Stretching Guide exercises for the upper extremities. He is assisted by Rehabilitation Aide Marc Brann. (A/V Photo)

Dr. Andrews elected to Foundation board

Edward C. Andrews, Jr., M.D., President of Maine Medical Center, was recently elected to the Board of Trustees of The Robert Wood Johnson Foundation, Princeton, New Jersey.

"Dr. Andrews, with his distinguished record in health care administration, and as an institutional leader, educator and medical scientist will bring an important perspective to the Foundation," says Robert H. Myers, Foundation Chairman. "The issues he faces daily as president of a major medical center are those affecting large segments of our health care system. His creativity and discernment in dealing with these issues will be of great help in board deliberations."

The Robert Wood Johnson Foundation is a private philanthropy established in 1971 to improve health care in the United States. Since that time, the Foundation has made more than \$750 million in grants. It was the Robert Wood Johnson Foundation who made the MMC experimental training program in emergency medicine for Physician Assistants possible, in 1979, with a \$295,000 four-year grant.

The Foundation grants funds within

three areas of principal interest: programs to make health care services more effective and affordable; programs to improve access to personal health care for those groups facing geographic, language and cultural barriers; and programs to help people maintain or regain total functional ability in their everyday lives.

Dr. Andrews has provided leadership on other national panels, serving on Maine's Advisory Committee on Medical Education, as well as the American Hospital Association's Council on Patient Care Services and the U.S. Navy Secretary's Special Health Care Advisory Committee. He has served as a consultant to the Robert Wood Johnson Foundation since 1979.

**Good News for
Decaffeinated
Coffee Drinkers:
The Cafeteria now has
fresh-brewed decaf!**

Volunteer Opportunities Open House

**Tuesday, September 22, 1987
9:30 a.m. to 11:30 a.m.
at the
Dana Health Education Center**

Please help us by calling in or sending us the names and addresses of any relatives, friends, neighbors or acquaintances whom you feel might be interested in attending.

871-2205

COURSES, from page one

Videotape will be used to develop awareness of characteristic behavior as it's seen from the outside. You will become more aware of your typical reactions to stress and develop approaches for dealing with misunderstandings resulting from style differences. Five 3-hour sessions. Wednesdays, September 16-October 14, 1-4 PM.

Thanks

I want to express my thanks to all who contributed to my very generous gift and luncheon. I miss you all. Thanks again and God bless.

Sincerely,
Mary H. Hack, RN
Nursing Office

You have a hospital to be proud of from the top of the ladder way down to the bottom.

My husband recently passed away at MMC after many times as a patient on R4. The staff on R4, Jeanne Coughins, business office, Dr. Lebel, PT and so many people helped us in so many ways. No matter what, they were there and ready to do whatever we needed.

The staff on R4 is very special. It takes special people to work with the handicapped and they have the patience beyond recognition. They treat them as individuals, which they need. You should be extra proud of them.

Again a most grateful thank you to all at MMC.

Sincerely,
Mrs. Larry Bowen

New Employees

NURSING: Louise Stevens

HOUSEKEEPING: Donald Howard, Ralph Trafford

RADIOLOGY: Kimberly Bugbee, Laura Warren

DIAGNOSTIC RADIOLOGY: Meredith Barron, Beth Nielsen, Bonnie Reyes

PULMONARY MEDICINE: Peter Bates

MED TECH PROGRAM: Marc Dubee

CAFETERIA: Bethny Fitzgerald

LAUNDRY: Yong Ho

CENTRAL SERVICE: Angela Ruotolo

FOOD SERVICE: Brenda Smith

DIAGNOSTIC RADIOLOGY: Christine L. Bubier, Kelly J. Krolicki

STRETCHING, from page one —

Designed for both the disabled and the able-bodied, the Stretching Guide is just one portion of a four part "Fitness Cluster" by Parcourse to address strength, coordination and balance needs as well as flexibility. Several patients in Rehabilitation have already been introduced to the new outdoor exercise option.

"It's working well. The treatment is unique and offers wheelchair patients a new sense of gratification. The new exercises add variety to routine therapy," says Barbara Linnehan, Director of Therapeutic Recreation.

Training courses offered to supervisors

The Training and Development Section of MMC's Personnel Department announces the Supervisory and management Development Program for Fall 1987. The courses listed below are open to all supervisors and managers at MMC. Advance registration is required, and additional information is available from Training and Development x2824

Module I: Fundamentals of Supervision

This part of the core supervisory program helps you become more aware of the effects of your actions and attitudes on your employees. Through self-assessments, in-class exercises, discussions and homework assignments, you will:

- develop an understanding of what motivates people
- practice presenting expectations clearly, giving direct feedback, and delegating
- reflect on organizational norms and how these affect supervision

Six 3-hour sessions. Fridays, September 18–October 23, 9:30AM–12:30 PM.

Performance Appraisal

This workshop helps you create standards for employees' job performance and practice documentation and discussion of the actual performance of an employee. You will learn how to:

- write standards that are useful, not burdensome
- find practical ways to document employee performance
- write assessments clearly and concisely
- draw employees into give-and-take discussion of past performance and future goals

Videotaping is used to help you refine your skills in giving performance feedback. Seven 2-hour sessions. Wednesdays, September 23–November 4, 2–4 PM.

Module II: Performance Management

Module II deals with definition, measurement, and management of job performance and productivity. Specific techniques are taught to help identify obstacles to good performance and opportunities for improved performance. These techniques include ways of leading members of a work group to identify issues, analyze contributing causes or desired results, and agree on appropriate solutions. You will practice goal-setting and development of useful objectives in relation to real-life productivity needs. A final project enables you to pull together the concepts and techniques presented in an action plan for addressing a current performance issue. Five 3-hour sessions. Tuesdays, October 27–November 24, 8:30–11:30 AM

So You Want To Be A Supervisor

There's more supervision than meets the eye. This program is for those who are seriously interested in supervisory roles and are possible candidates for such positions. Through discussions, exercises, role-playing, and self-assessments, you will explore a supervisory job, along with the skills and qualities needed for success. In addition, you will explore the trade-offs involved in following this career path. At the end of the program, you will receive an individual assessment of your potential strengths and weaknesses as a supervisor, along with suggestions for developing the skills needed for supervisory work. Three 3-hour sessions. Mondays, October 5–19, 1–4 PM.

PLEASE NOTE: Registrations for this program will be taken only after written approval has been obtained from your supervisor/manager. For a copy of the registration form, please call Training and Development, x2824.

JobSight™ Job Satisfaction Seminar

Learn to create a more satisfying work experience in the job you already have by understanding how job satisfaction is produced. In this day-long workshop, followed by a half day follow-up, you will create your own action plan out of a series of hands-on learning experiences. JobSight™ will enable you to:

- increase ease in handling out-of-control situations
- reduce day-to-day and long term frustrations

Mark Nakell, developer of the JobSight™ Job Satisfaction Seminar, is the seminar leader. He is a career counselor and management consultant as well as the founder of Connections Career Services in Portland. Monday, October 12, 8:30 AM–5 PM, and Thursday, November 12, 9 AM–12 noon.

Advanced Communication

This course is intended for employees and supervisors who have already taken a basic communication course and will concentrate on the following skills:

- assertive communication of concerns or needs
- speaking directly to the point
- coping with criticism and conflict
- listening
- observing and interpreting nonverbal cues

Role-playing, videotaped exercises and skill practice will help develop your communication abilities. Four 2 1/2-hour sessions. Final session is 3 hours. Thursdays, October 22–November 19, 1:30–4 PM (Oct. 22–Nov. 12), and 1–4 PM (Nov. 19).

Innovative Thinking and Problem Solving

This workshop will help to bend and stretch your mind and move it out of its old familiar ruts. Through practicing creative thinking techniques, you will learn to:

- develop a clear vision in relation to a problem
- generate multiple alternatives
- evaluate and find workable solutions to reoccurring problems

You will also discover the ways creative thinking processes are blocked and learn to minimize them. Three 3-hour sessions. Wednesdays, October 28–November 18, 9:30 AM–12:30 PM.

Telephone Communications Workshop

Good telephone communication involves a great deal more than saying hello and knowing which buttons to push. Effective telephone communication requires good listening, problem-solving and conflict resolution skills. This course will give you:

- a model for effective interpersonal telephone communication
- exercises to assess and practice your skills
- tools for identifying office procedures that get in the way of effective communication

Michael L. Schack, the course instructor, is a training consultant with Schack Training Associates, and has taught this workshop all over the East coast. Tuesdays, November 3–10, 9 AM–12 noon.

Marketplace

FOR RENT: Ideal place for one person, non-smoker, no pets, \$275 plus utils. Call 774-0852

FOR RENT: Ocean front home. 6 rooms, heat ind. Cape Elizabeth. Avail. 11/25/87-5/1/88. Call 799-2977

FOR RENT: Cape Elizabeth house near water. 4-5 BR, 3 baths, fireplace in LR, large DR, garage. Cottage style interior. Avail. early or mid-Sept. \$1,250/mo. plus utils., sec. dep., refs. Call 879-1816 or 737-8023.

FOR RENT: Large 3 BR apt. in Westbrook area on dead-end road. Off-street parking. Avail. mid-Sept. \$550/mo. with heat and hot water included. Call 856-0138.

FOR RENT: West End. Newly renovated 2 floor 3-4 BR 2 bath apt. \$750/mo. includes heat; sec. dep., lease. Call 799-1256.

FOR RENT: Old Orchard Beach ocean front 1 BR condo. W/D, off-street parking for 2 cars. No pets. Avail. Sept. 8-May. \$500/mo. plus utils. Call 767-4622 eves.

FOR RENT: Vacation Condo in Kissimmee, Fla. Avail. 10/24/87-10/31/87. 1 BR studio with kitchenette. 2 heated swimming pools, 27-hole golf course, 16 tennis courts, 4 racquetball courts, beach, lake, spa, sauna, restaurant, lounge and coffee shop on site. 4 miles from Disney World. \$300. Call 284-5338 after 5 PM.

FOR RENT: Sunny 2 BR apt. in Western Promenade. Large kitchen and LR and DR. Off-street parking. \$550./mo. plus utils., sec. dep. No pets. Call 871-9320.

FOR RENT: House in Saco Bayview area. 2 BR furnished. Garage. Just off beach. No Pets. Avail. 9/87-5/88. \$500./mo. plus utils., sec. dep., refs. Call 934-9397, weekends.

FOR RENT: House in Portland. 3 BR, woodstove, yard, deck, new kitchen. Quiet neighborhood. No pets. Non-smoker. \$600/mo. plus utils. Call 774-9641.

FOR RENT: Apts. on the beach in Old Orchard. 1&2 BR, fully furnished. Quiet residential neighborhood. \$375/mo. plus utils. Call 865-6269.

BABYSITTER WANTED: Needed for 2 young children. Flexible hours, competitive pay, must have own transportation, in West Falmouth. Call 797-3784

BABYSITTER WANTED: Wanted 2 mornings a week on Tuesdays and Thursdays. Must have own transportation. Call 799-1547

WANTED: Mature older person who loves animals, to occasionally live in a lovely Cape Elizabeth home and care for a gentle lab and 2 cats while owners are away. References. Call 799-7979.

HELP WANTED: Housecleaning, help weekly in Old Orchard Beach Home. Call 934-0402.

FOR SALE: Beautifully set midst trees, lawn, gardens. Stones throw to ocean. Bayview Terrace, Saco's most desirable location. L-shaped Cape, two-car garage, patio deck, solarium, six finished rooms, expandable second floor. Call 284-7817

FOR SALE: 1982 Ford Escort wagon, automatic, blue with wood grain panneling, front wheel drive, luggage rack, new muffler, only one owner, 66,000 miles. \$2,000. Call 284-6328 after 5:00 PM

FOR SALE: 1982 Chrysler LeBaron. Loaded, 82,000 miles. \$2,800. Call 797-3969

FOR SALE: 1984 Ninja 900 cc Motorcycle. Low mileage, excellent condition. \$2,400 or best offer. Call 878-2359

FOR SALE: 12 inch Belsaw Planer. \$850 or best offer. Call 878-2359

FOR SALE: Autoload Bell and Howell. 8mm projector w/Kodak XL 55 movie camera w/screen. Call 878-2359

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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 SALE: 1975 VW Rabbit car parts. \$200. Call 799-9352 after 4:30

FOR SALE: Honda Trail 90. On and off road bike. Low mileage. \$225. Call 829-5997

FOR SALE: Couch with queen size sleeper. Light brown and biege, good condition. \$90. Call 775-0268

FOR SALE: Sofa bed. Excellent condition. Beige & brown. \$300. Call 688-4082.

FOR SALE: AKC English Springer Spaniels. Liver and white; excellent temperament and championship bloodlines. Ready mid-Sept. \$150. Call 926-3389 eves.

FOR SALE: La Prealpina roof rack (56" long) with kits for 4 bicycles, \$80. Extra set of rails with kits to carry 2 inverted bicycles, \$50. Call 775-1360 eves.

FOR SALE: Oak and leaded glass china cabinet, \$550. Call 775-1213.

FOR SALE: Home in Bayside Estates, beautiful front shore setting, lovely grounds, in excellent condition. Call 799-8364.

FOR SALE: Nisan Stanza. 55,000 mi. approx. Good condition. \$3,800 or best offer. Call 797-3588 between 6-10:00 PM.

FOR SALE: 1978 Chevy Malibu station wagon. PS,PB,A/C, front-wheel drive, cruise control. Must see. \$800. or best offer. Call 773-2463 before 8:00 AM or after 5:30 PM.

FOR SALE: 1982 Toyota Tercel. 4-spd., 40,000 miles. Original owner. Avail. Sept. \$2,800. Call 773-5529 eves.

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