

what's happening

Maine Medical Center
Portland, Maine 04102

January 1/2, 1986

Vol. 17, No. 22

Turcotte named to head new unit

Marie Turcotte, RN, has been appointed Head Nurse on the future R7 nursing unit, effective at the first of the year. The appointment was announced by Alice Cirillo, RN, Director of Medical, Psychiatric, and Rehabilitation Nursing.

Ms. Turcotte has been a Staff Development Instructor for the Medical Division and Psychiatric Unit at MMC since 1981. Previously, she was a Nursing Instructor at Mercy Hospital School of Nursing, and a staff nurse at Knox Coun-



MARIE TURCOTTE, RN

ty General Hospital/Penobscot Bay Medical Center.

She holds a BSN from the University of Southern Maine School of Nursing and a Master's degree in Nursing from Boston University. She was a co-founder of the Southern Maine Oncology Nursing Society, and has been active in the Maine State Nursing Association and a member of Hospice of Maine.

Presently, the 7th floor of the Richards Wing is occupied by CICU and the Cardiac stepdown/progressive care unit. When those units, their patients and staffs move to new quarters on the 9th floor in February, R7 will be converted to a medical unit.



THE PORTEOUS SANTA found time in his busy schedule to deliver the presents he had chosen personally for each patient on MMC's Pediatric Unit. Four-year-old Kim Gardner of New Sharon enjoyed a chat during Santa's visit. (A/V Photo)

Thank you, everyone, for holiday cheer

For those who had to spend some of their holiday season in the hospital, there were warm moments of pleasant surprise as others remembered them in the truest tradition of the season. Individuals and organizations showed they cared by sharing their own good fortune with the patients at MMC.

From all of us on behalf of our patients, a very heartfelt "thank you" to:

- Advent Christian Church members who returned this year to sing Christmas carols on the Saturday night before Christmas
- Porteous' Santa Claus, who with help from staff elves, picked out presents

for each individual child on the Pediatric unit, and delivered them in person at a special party.

- The Salvation Army who delivered gifts of toiletries for some 200 patients on various units and in clinics.
- The people from Admitting and the Switchboard who, once again, wrapped their offices and waiting rooms up so brightly for the benefit of all who passed by.
- The Portland Public Cable Co. whose people brought in a large screen and showed a great Disney movie for youngsters on Pedi.
- Westbrook's Officer Friendly who came by for a visit.
- Some of the Russell Square Play-

THANKS, page 3



THE 1985 Holiday Window Decorating Contest produced 17 entries, all of record high quality. The Grand Prize winning entry was from R7, represented above by Ann Cannon and Susan Lewis. Honorable Mentions went to Chemistry, right, and Housekeeping, above right. Other winners at the Holiday reception on December 17 were those whose names were drawn for door prizes. They were: Ann Delekto, Chemistry, a \$50 gift certificate to The Roma; Laura Ann Shaw, Outpatient Laboratory, a \$50 gift certificate to Service Merchandise; Tanya Ziegler, Diagnostic Radiology, a \$50 Hu Shang gift certificate; Karen Smith, Accounting, a \$50 L.L. Bean gift certificate; Jacqueline King, Hematology, a \$50 gift certificate to F. Parker Reidy's; Linda Carmichael, Clinic, a \$50 Cumberland County Civic Center gift certificate; Geraldine Chadwick, Food Services, a \$50 DiMillo's gift certificate. The Grand Prize winner of a \$150 Shop 'n Save gift certificate was Catherine Rizzo, R4. Winners of \$50 gift certificates from the Employee Activity Committee for the Kilton's frozen food program were: Kathleen Johnson, Hematology; Barbara Sawyer, CSD; and Huy Dien Truong, Housekeeping. Winners of EAC-donated hams were: Patricia Charette, P3A; Linda J. Franchi, Pulmonary Medicine; Carol Lee Morse, Delivery; Margaret Veroneal, Patient Accounts, and Diane Tibbals, R5.

(A/V Photos)



Training courses offered supervisors

The Training and Development Section of MMC's Personnel Department announces the Supervisory and Management Development Program for Winter 1985. 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 at x2824.

SUPERVISORY SKILL DEVELOPMENT

THE CORE PROGRAM -- a four-course structured program which can develop awareness of the responsibilities and refine the skills and techniques required for successful supervision.

Orientation to Supervision

Intended for newly-appointed or recently-hired supervisors, provides a broad perspective on the role of the supervisor within the management structure of MMC. Thursdays, May 8 – May 22, 9 AM – 12 Noon.

Module I: Fundamentals of Supervision

Designed to make supervisors more aware of the effects of their actions and attitudes on their employees. Wednesdays, January 22 – February 26, 9 AM – 12 Noon.

Module II: Performance Management

Picks up from Module I, dealing with the definition, measurement, and management of job performance and productivity. Recommended for those with at least one year in their present position who have taken Module I or a comparable course. Tuesdays, March 25 – April 22, 9 AM – 12 Noon.

Module III: Improving Performance

Introduces a model that helps supervisors define performance problems, analyze causes, communicate with employees, and together develop a workable, lasting solution. Recommended for those with at least one year experience in their present positions who have taken Module I and II or comparable training. Tuesdays, April 29 – June 3, 9 AM – 12 Noon.

ADDITIONAL COURSES

Performance Appraisal Workshop

Assessing and refining standards for employee's job performance and practicing documentation and discussion of the actual performance of the employee in relation to the standards established.

Wednesdays, April 2 – May 7, 10 AM – 12 Noon.

Innovative Thinking and Problem Solving

Creative thinking techniques to better see, analyze, and solve problems. Wednesday, April 9, 8 AM – 12 Noon.

Conflict Management

Insight into conflict management style and new approaches for intervention. Material includes direct, positive confrontation, diagnosis of the roots of conflict, collaborative decision-making, creative problem solving, and mediation techniques. Tuesdays, May 6 – June 3, 9 – 11:30 AM.

ESL classes for MMC start January 6

An English as a Second Language (ESL) course for MMC employees whose native language is not English, starts Monday, January 6. Classes will be from 3:45 to 5 PM on Monday, Wednesday, and Friday through May 12.

The ESL program is designed to help participants perfect their English speaking, writing, and reading abilities. Anyone knowing employees who could benefit by the ESL classes should advise them to call Eleanor Seager (ext. 2824) for more information.

Please Note

The Southern Maine Chapter of the American Association of Critical Care Nurses will meet Wednesday, January 8, at 6:30 PM in Classroom 4 at Maine Medical Center. Warren Alpern, M.D., will speak on Cardiovascular Pharmacotherapy. A \$3 guest fee will be charged to nonmembers.

The MMC Gift Shop is now carrying The New York Times, The Wall Street Journal, The Boston Globe, The Boston Herald, and U.S.A. Today.

The daily papers are available Monday through Friday, according to shop chairman Carol Low.

New Employees

LINEN PROCESSING: Sath Kheang

FOOD SERVICES: Lynn M. McGrath, Pamela A. Perkins, Robert W. Whitney

PHLEBOTOMY: James S. Robinson

Smoking signage is due for a change

As of January 1, 1986, the signage relating to smoking at MMC starts to take a new turn. "No Smoking" signs throughout the hospital are coming down, and signs are going up at all major entrances to the hospital stating simply that there is "No Smoking except in designated areas." (For visitors and others on hospital business, portions of the Cafeteria and the Coffee Shop will be the only smoking areas available.)

The signage change coincides with the effective date of a new state law requiring employers to prohibit smoking except in designated smoking areas, and to develop and post a smoking policy. The hospital's smoking policy has prohibited smoking except in designated areas since it was adopted by the Board of Trustees in 1980, and was recently reaffirmed by the Board:

Effective February 1, 1980, visitors and outpatients will only be allowed to smoke in designated areas within the Maine Medical Center. Patients will be allowed to smoke in their rooms only if their physician feels that an abrupt smoking withdrawal would be detrimental to their health. For staff and employees, smoking will be banned at all meetings of two or more persons, in all lobbies, classrooms, conference rooms, and patient care areas. Individual departments will be asked to designate only one area for employee smoking and this area should be: (1) well ventilated, (2) out of the general flow of patients and visitors, (3) accessible to all in the department, and (4) an area nonsmokers are not required to use. Approximately one-fourth of the Cafeteria and Coffee Shop will be available as a smoking area.

Departments have been asked to review their smoking areas to ensure they conform with the criteria in the policy.

THANKS, from page one _____

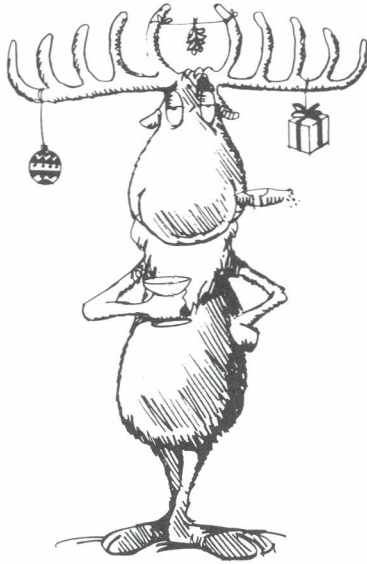
ers who took a break on the eve of Christmas Eve, and sang carols for patients on several units.

• The Colonial Brass ensemble from the Air Force Band of New England who played holiday music here for patients.

These are the cheery Christmas acts we know about so far, and we expect to learn of more. Anyone who knows of other holiday happinesses shared with our patients, please call ext. 2196. We'll say "thank you" again next week.

WH 1/1/1986

HAPPY NEW YEAR!



Please drive carefully -- your life depends on it.

Marketplace

FOR RENT: House in exc. cond. 2 plus BRs, fully-applianced kitchen, DR, LR w/fireplace, 1½ baths; hardwood floors throughout; W/D, full basement; 2 blocks from MMC on Brackett St. \$750/mo. plus utilities; refs. and sec. dep. Shown by appointment only: 773-4411.

FOR RENT: Cape Elizabeth, furnished extra large LR and BR with own entrance, garage, limited KT privileges, refs. and sec. dep. \$80/wk. Call 799-1232.

FOR RENT: 1st floor apt. 1 block from MMC. Newly remodeled, 4 rooms and bath. \$390/mo. plus sec. dep. and lease. Call 871-1372 after 7 PM.

FOR RENT: Newly renovated efficiency apt. 5 min. from MMC and Mercy. Parking, quiet building. \$285/mo. plus heat. Sec. dep. and refs. Call 772-8128 after 5 PM or 767-5475.

FOR RENT: West End 1 BR apt. within walking distance to MMC in quiet neighborhood. Nicely renovated, harbor view through bay window, hardwood floors. \$200/mo. through April. Call 772-2502 for details. Leave message and phone number if there is no answer.

FOR RENT: 1 BR apt. in Scarborough. Newly renovated, large yard, quiet, parking, bus line. \$290/mo. plus utils. Pets negotiable. Call 883-9918.

FOR RENT: 1 block from MMC. 2 BR apt. with den, 1½ baths, recently renovated. \$525/mo. plus utils. Call 772-4737.

ROOMMATE WANTED: Quiet, neat, nonsmoker. Avail. Jan. 15. \$325/mo. includes all. Call 773-8313 (home); 626-0020 (work).

ROOMMATE WANTED: Woman, mid-30's looking for same to share ½ house, sunny and spacious, in Deering High area. \$300/mo. Nonsmoker please. Call days at 892-6766, x793; nights and weekends at 773-6165.

FOR SALE: 1973 Saab V-4 96, newly inspected, includes 2 new front fenders plus spare parts and extras. \$750. Call 773-8530.

FOR SALE: VW Rabbit diesel 1981 with 2-drs, sun roof, Ziebart, studded snows, very good condition. \$2,750. Call 642-4254.

FOR SALE: Zenith 25 inch TV console; System 3 TV with pine woodgrain finish. Excellent condition. Also, Hart Short Stuff skis, 165 cm with Salomon 444 bindings; like new, \$65. Call 642-4254.

FOR SALE: Green North Face ski jacket in excellent condition; worn very little. Women's size 12, waist length. Great for skiing. Asking \$60. Call 772-2502.

FOR SALE: 1985 Viking pop-up camper. Used only 2 weeks; sleeps 6; has sink, stove, icebox, awning, spare tire, jacks included. Must sell. Paid \$4,000; will sell for \$3,200. Call 854-9938.

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. Barbara Burns, Editor.

Contributors to this issue:

Wayne L. Clark, Public Information
Lidia Dill, Public Information
Rick Beebe, A/V Resources
Larry Gorton, A/V Resources
Judy MacKenzie, A/V Resources
Terri McRae, A/V Resources
Leigh Whittemore, A/V Resources
Sandy Walling, Print Shop
Mark Eversole, Print Shop
Henry J. Guidod, Jr., Print Shop

FOR SALE: 1983 Dodge Aries wagon with 4 spd., AM/FM radio/cassette, Rusty Jones. \$3,995. Call 767-3632.

WANTED: Radar detector in excellent condition. Call 775-0052 after 4:30 PM.

PAINTING AND PAPER HANGING: Reasonable, responsible, reliable, with refs. Call Thom Rutter at 854-4363.

New Employees

PSYCHIATRY: Lora L. Anderson

CENTRAL SERVICE: Pauline Bissonette, Daniel E. McGill

HOUSEKEEPING: Keith A. Craig

Murphology

ELLENBERG'S THEORY:

One good turn gets most of the blanket.

MOER'S TRUISM:

The trouble with most jobs is the resemblance to being in a sled dog team. No one gets a change of scenery, except the lead dog.

what's happening Maine Medical Center
Portland, Maine 04102

NON-PROFIT ORG.
U. S. POSTAGE
PAID
Portland, Maine
PERMIT NO. 35