

# what's happening

Maine Medical Center  
Portland, Maine 04102

February 20, 1985

Vol. 16, No. 30

## Survey of Laboratory produces high marks

A good report card is always a point of pride -- and when it comes collectively from MMC patients, it's especially meaningful for all who helped earn it. Such is the case with the results of a survey conducted among people who had just completed outpatient appointments in the Conley Laboratory.

Results of the survey, conducted by the Patient Care Survey Committee, were reported at the December meeting of the Patient Care Committee of the Medical Staff. The survey was requested by the Laboratory, and consisted of questions worked out by Laboratory staff and members of the committee. Mrs.

Herbert S. Holmes, Jr., Chairman of MMC's Board of Trustees, was chairman of the survey committee when the Lab survey was done, and was present when the results were reported to the Patient Care Committee. "We almost always hear just the negative comments, and they tend to become magnified," she said of one of the reasons for conducting the Lab survey or any other survey. "But when you put the whole operation under the microscope, a very positive picture emerges.

"It's good for the institution to see, and it's especially important for the people on the jobs to see that patients have such good impressions of their care," Mrs. Holmes said. "The Lab is such a busy

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## MMC has organized Shared Services

Maine Medical Center has designated Robert F. Underwood as Director of Shared Services to make the hospital's staff skills and program resources available to other health care institutions in northern New England. He will coordinate MMC's shared services already in place at several hospitals in Maine, and will develop and offer shared services in new areas as well, according to MMC Executive Vice President and Treasurer Donald L. McDowell.

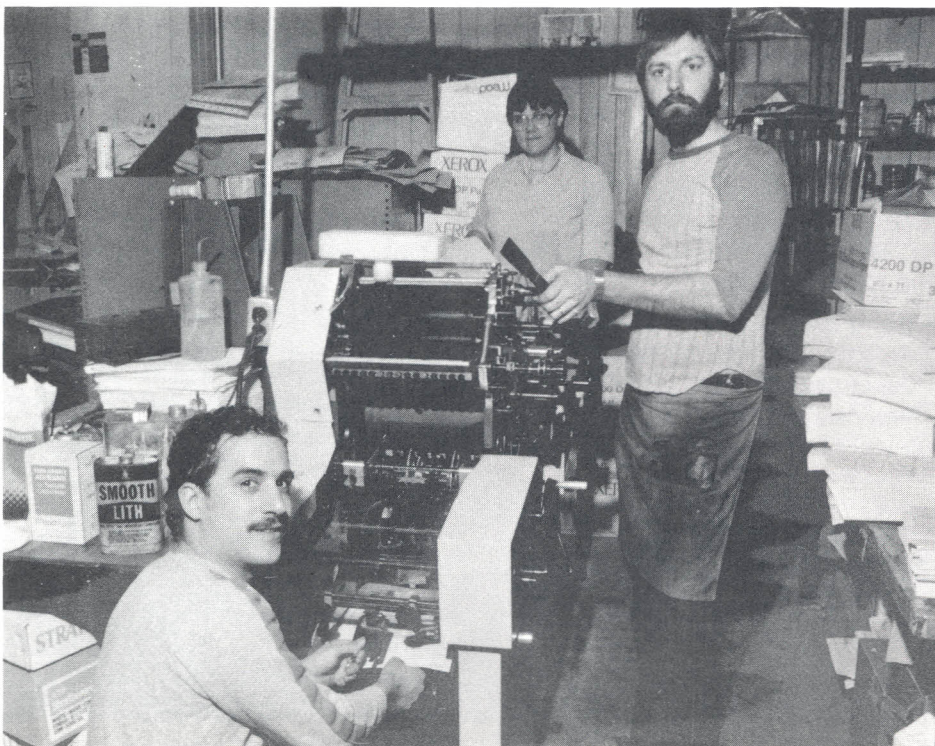
Underwood, presently Director of Food and Nutrition Services for MMC, will continue in that area as well as direct Shared Services activities.

According to McDowell this move will enable the hospital to respond more quickly to requests from hospitals and other health care institutions that need assistance in initiating or maintaining various services; it may provide a cost-effective way for other hospitals or other institutions to solve problems, initiate services, or maintain quality of care; and it continues MMC's commitment to support and strengthen the delivery of quality health care in the community.

Eight MMC support departments presently provide Shared Service support to other health care institutions in Maine, or are preparing to provide services. They include: Accounting, Clinical Nutrition Services, Data Processing, Engineering including Clinical Engineering, Food Services, Housekeeping, Personnel, and Planning.

The program will offer three types of services: consulting, with MMC staff working on a specific problem or program on a one-time basis; direct service, with MMC staff providing specific training programs and procedures for starting or improving a service; or management service, with MMC staff assuming direct

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MMC'S PRINT SHOP has a new Supervisor: Sandy Walling, shown here at the far end of the shop's new Chief 117 offset press. The other two-thirds of the Print Shop are Henry Guiod, front, and Mark Eversole, right. (A/V Photo)

## SHARED, from page one

responsibility for a service in another health care setting.

As examples of the types of services available, Underwood said: MMC's Accounting staff recently helped a Maine hospital restructure its reimbursement procedures to mesh with new federal and state requirements; this was done on a one-time consult basis. MMC's Clinical Engineering Department presently has an on-going contract agreement to inspect, repair, stock parts, and maintain service records for specific biomedical equipment at a southern Maine hospital, while it has also helped a northern Maine hospital evaluate its own Clinical Engineering program. The Housekeeping Department has done work load analyses for other hospitals, conducted management training programs, and is presently on a contract program managing, inspecting and monitoring the housekeeping department for another hospital. The MMC Food Services Department has management contracts to provide food and nutrition programs at several hospitals, maintains a five-hospital group purchasing program, and conducts Dietary Aide Training programs. The Planning Office has provided staff support for long-range planning efforts at several hospitals, and the Personnel Department is currently preparing to offer staff or supervisory support for a variety of training programs.

These on-going programs reflect MMC's response to requests received from other institutions over the past few years, McDowell said. "Other hospitals have the same problems or program needs that we do," he said. "Their programs may be on a smaller scale physically, but their quality must be kept high. Hospitals cannot always afford to hire people whose skills and managerial abilities are equal to specific program planning and oversight. We have those people at MMC, and they in turn have well-qualified back-up personnel so that they are able to share their time and talents with other institutions.

"Sharing these people and their expertise is to the benefit of the entire health care community, and it is certainly in MMC's own best interest because the best way to keep good people is to provide them with interesting challenges."

As director of the program, Underwood will coordinate and oversee all shared service agreements; he will also assess needs for services in the health

care community and work with MMC department personnel to develop new programs as needed. Each department runs its own services as they are shared at other health care sites.

## Please Note

Don't forget to send news of personal achievements -- births, marriages, etc. -- to "Strictly Personal," in care of *What's Happening*. Without the news, there can't be a personal news column!



### Continuing Education

Nursing Staff Development

- *Managing Difficult Situations: Lifting, Bending, Pushing, Pulling* A Program for Nursing Assistants and Unit Helpers, Betsy Dawkins, RPT.  
Monday, February 25  
1:30 - 3 PM  
(prior registration only)
- *Cardiovascular Update: "Dysrhythmia Update II"*  
Tuesday, February 26  
8 AM - 4 PM  
(prior registration only)
- *Cardiovascular Update: "Introduction to Electrocardiography"*  
Wednesday, February 27  
8 AM - 4 PM  
(prior registration only)
- *Nursing Grand Rounds: "Management of the Adult Arthritic Patient,"* R4 Nursing Staff  
Wednesday, February 27  
12:30 - 1:30 PM  
Classroom #1, Dana  
(1 CERP approved)
- *Using the Telephone Effectively: "A Program for Nursing Unit Clerks,"* Janet Lancaster  
Wednesday, February 27  
2 - 3 PM  
Classroom #7, Dana  
AND  
Thursday, February 28  
8 - 9 AM  
Classroom R1, Richards Wing

## Murphology

O'TOOLE'S COMMENTARY  
ON MURPHY'S LAW:

*Murphy was an optimist.*

## Library reminds us of its Sunday hours

MMC's Health Sciences Library is open Sundays, 11:30 AM - 8:00 PM. The Sunday hours were put into effect last year in response to suggestions received as part of a survey of Library users, but response so far has been limited.

The Library is accessible anytime, but staff people for assistance, the photocopier, and computer search services are available only during "open" hours. These are: Monday - Thursday, 7:30 AM - 9:00 PM; Friday, 7:30 AM - 6:00 PM; Saturday, closed; Sunday, 11:30 AM - 8:00 PM.

## R4 nurses earn new certification

Seven staff nurses on R4 are among the first in the nation to become certified by the Association of Rehabilitation Nurses. They passed a certification exam given in December, an exam taken by over 1,000 nurses nationwide. R4 nurses now entitled to use the designation CRRN (Certification in Rehabilitation Nursing), are: Emmagene Babbidge, RN; Assistant Head Nurse Lorraine Brennan, RN; John Duarte, RN; Constance Jackson, RN; Head Nurse Susanne Langlois, RN; Jeanne Lemire, RN; and Assistant Head Nurse Georgann Stelmack-Dickey, RN.

## Volleyball league is a "net" gain

MMC's intramural volleyball league, sponsored by *HealthStyles* and the USM Lifeline program, is going strong. More details will follow in a future issue, but the standings as of February 8: 1) Residents, 2) Personnel, 3) Catalysts, 4) Physical Therapy, 5) Harbormasters, 6) Loose Joints, 7) Spikers, 8) Rads-R-Us, 9) Neurons, 10) R.S.V.P.

## New Employees

RADIOLOGY: Melinda Dorr, Julie Williams

HEART CATH: Jonathan Hanson

PHARMACY: Victoria Romano

PRINT SHOP: James Stewart

FOOD SERVICE: Kevin Turgeon, J. Grupenhoff, Jr.

LAUNDRY: G. Tinkham, Jr.

**LAB**, from page one \_\_\_\_\_  
place, so much is going on; but the people who work there have made it such a positive place."

The survey was done over a four-month period in 1984, with surveyors visiting the Lab at various times of the day. A total of 264 outpatients were asked about their care; a majority, 203, had been to the Lab one or more times before the surveyed visit; 61 were first-timers. There were 19 questions in all, several dealing with details of patients' origins, referrals, or types of tests done. Most, however, dealt with the Lab experience directly; following is a sampling:

*Were you greeted at the desk pleasantly?* Yes, 98%.

*Did your doctor, or his nurse, explain to you what you would have done?* Yes, 77%.

*Was the blood drawn in a quick and efficient manner?* Yes, 92%.

*Was the lab technician pleasant and professional?* Yes, 95%.

*Did you feel that you had a long wait?* No, 85%.

These, and the largely positive answers to other questions, pleased Laboratory Manager Joe Fiore and the staff who see more than 3,600 patients a month. "It tells us we're doing fine; it says the front end of the system works,"

Fiore says. His satisfaction stems not only from the straight, statistical results, but also from the patients' comments that surveyors elicit. For example:

*"(It (blood drawing) didn't hurt."*

*"The technician explained everything thoroughly."*

*"Great with children."*

*"Very friendly and caring, not de-personalized as in other hospitals."*

*"Good at getting into difficult veins."*

*"I was nervous, but the staff helped me relax and not worry."*

Fiore welcomed negative comments and patients' suggestions as well. They provide a basis, he says, for taking a fresh look at established routines and, above all, they enable the staff to see the service as the patient perceives it. An example is the type of suggestion generated from the direct *did you have a long wait* question, and another question that asked if patients felt a scheduled appointment plan rather than the existing walk-in service would better benefit patient care.

Most patients (64%) felt a scheduled appointment was not necessary, while 24% felt it would be better, and the rest did not feel strongly either way. Fiore expressed comfort with that range of responses, but not with some comments, such as: "*People who came in*

*after me had their tests done ahead of me."* "*If the lab is run on a first-come, first-served basis, more attention should be paid to the order in which patients are called in."* "*The receptionists kept putting newcomers' (requisition) slips on top of mine."*

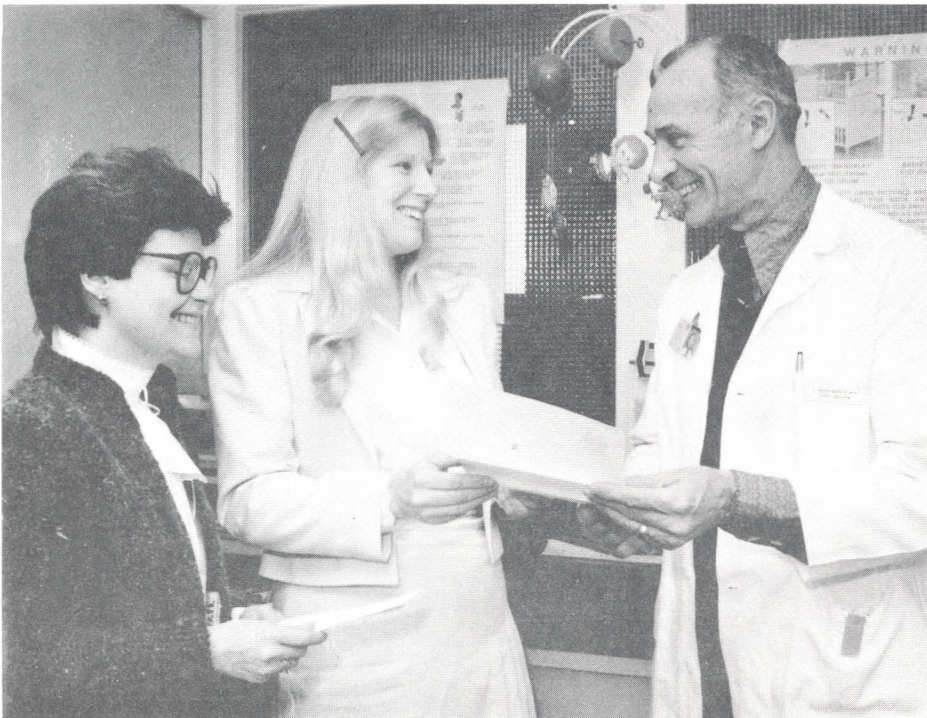
The procedure in this case is the one that works best in the Lab's walk-in system, Fiore says, but the way it is perceived can be a problem. The patient who has watched his slip "sink to the bottom" has not watched closely enough to realize that the receptionists put each new patient's slip at the top while the technicians doing the tests draw slips from the bottom of the pile. And the patient who notices later arrivals going first does not realize there are legitimate reasons for the receptionist breaking the sequence. The reason can be something as serious as a patient's urgent medical problem, or it could be as subtle as allowing a loudly crying infant to be tested ahead of turn -- for the good of those waiting as well as out of concern for the infant.

## Clinic mothers-to-be benefit from PREP

The developers of a new approach to childbirth education in Portland have donated a series of scholarships to the MMC Prenatal Clinic. The clinic will have one scholarship a month for the next year, to the Professional Resources for Expectant Parents program. The scholarships, says program director Sherry Fee Swinburne, RN, BSN, are intended to allow lower-income parents who might otherwise be unable to afford the program to benefit from its comprehensive approach to parenting.

Ms. Swinburne, who also works as a staff nurse on MMC's Labor/Delivery Unit, developed the PREP program, along with its follow-up program Positive Education for Parenting (PEP). The five-week PREP program includes childbirth training (Lamaze, Encore, and Cesarean), and instruction in Anatomy, Physiology of Pregnancy, Relaxation and Breathing Techniques, Preparation for Delivery, and a fifth-week session on newborn care and parenting.

The PEP program provides parenting training for parents of children in various phases of development (PEP I is birth-three months, PEP II 3-6 months, PEP III 6-9 months, etc.). The scholarships for the Prenatal Clinic include PREP and PEP I.



**C. IRVING MEEKER, M.D., Chief of Obstetrics/Gynecology at MMC, accepts PREP scholarships on behalf of the MMC Prenatal Clinic from PREP developer Sherry Fee Swinburne, RN, BSN (center) and PREP Director Renee LaBossiere, RN.**  
(A/V Photo)

# Marketplace

FOR RENT: Apts. in Westbrook: 3rd floor, 2 BRs, KT, LR, bath. \$385/mo. heated plus utils. Also, 1st floor, 2 BRs, KT, LR, bath, washer/dryer hookup. \$475/mo. heated plus utils. Sec. dep., lease, no pets. Call 892-8584 after 5:30 PM.

FOR RENT: Near USM, spacious, quiet and clean 2 BRs, LR, DR, den. Carpeted, stove, refrig. and dishwasher, washer/dryer hookup, off-street parking. No pets. \$495/mo. plus utils. Call 829-5320 after 5 PM.

FOR RENT: 2 BR apt. with w/w carpet, bath, KT, LR, stove and refrig. Adults only. No pets. Near bus line, MMC, and Mercy. Refs. and \$350 sec. dep. \$65/wk. plus utils. Call 775-2581.

FOR RENT: Intern wanted for small single house with tool shed. Near Harraseeket Yacht Club in So. Freeport. 2 BRs, LR with woodstove hookup, and bath. Avail. April. \$350/mo. plus utils. Call 865-6985.

FOR RENT: Luxury 1½ BR home (in-law apt. excluded). All modern appliances including microwave, parking, quiet neighborhood. \$475/mo. heated. Sec. dep. and refs. Call 772-8128 or 775-0532 after 5 PM.

FOR RENT: Deering area. 5½ rooms, back porch, garage, sunny and clean. Adults, no pets. Refs. and sec. dep. \$400/mo. plus utils. Call 727-5392 after 6 PM.

ROOMMATE WANTED: Share my house with me. Non-smoker preferred. Call 772-5960 eves.

ROOMMATE WANTED: Share apt. with pre-med student. 4 blocks from MMC. \$150/mo. plus utils. Call 879-0779.

BOARDER WANTED: Woodfords area off Baxter Blvd. Female, Mon.-Fri., \$40/wk, with all utils. included. Call 774-9006.

FOR SALE: Coleco Vision with Turbo module, super action controllers plus 3 cartridges, \$125. Call Eric at 773-4892.

FOR SALE: 1977 Saab EMS in excellent running condition. Must sell. Asking \$1,900. Call 846-6111 days or 829-5895 eves.

FOR SALE: 1973 VW 412 sedan, automatic. Asking \$950. Call 781-4427.

FOR SALE: 1977 Honda Accord with new paint, new tires, new sticker, AM/FM, 38 miles to gal. \$1,250 or best offer. Call 642-3693.

FOR SALE: 1973 Arctic Cat Panther snowmobile with 13,000 miles, 400 series. \$600 firm. Call 773-1861.

FOR SALE: 2 pair of skis: 185 cm Kastle CPM's, 160 cm Rossi's with poles and bindings. Cheap! Call 797-9576.

FOR SALE: Steel belted radial whitewall tires, 165/13". Only on car 26 days. \$70 or best offer. Call Mary at 774-2888.

FOR SALE: Famous Pa's firewood. All guaranteed hardwood, loose thrown cord, state required measure, written receipts upon request. \$85/cord within 20 mile radius of woodlot. For limited time only will deliver one cord. Call 655-7745 or 892-6351.

FOR SALE: 4 tires, size A78-13: 2 snow, 2 summer with moderate wear. \$20 for all 4. Call 774-8682 and leave message.

FOR SALE: Hotpoint refrigerator, 14 cu. ft., \$100 or best offer. Call 846-4476 eves. before 9 PM.

FOR SALE: 2 female AKC registered Golden Retriever puppies. Shots and wormed, \$200. Call 926-4611 or 926-4440 eves.

WANTED: Aide for 27 yr. old disabled male for AM and PM in intown Portland. Call 775-0677.

WANTED: Buying and selling U.S. 90% silver coins, Buffalo nickels, Indian Head pennies. Wanted to buy ½ cents, large cents, 2 cent and 3 cent pieces. Call Bob at 799-6047 Mon. - Fri. from 8 AM - 1 PM. Will pick up or deliver.

## 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.

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WANTED: Apt. size washing machine. Call 772-4310 after 5 PM.

WANTED: Ride to and from Westbrook (lower Main St.). Work from 7:30 AM - 4 PM. Call 854-1652 after 6 PM.

PAINTING AND WALLPAPERING. Ceiling repaired; reasonable rates; excellent refs. Call Joe at 773-0934.

CLEANING: For excellent residential and commercial rug cleaning call Dave at 772-4873. Free estimates, reasonable prices, and good service.

## Thanks. . .

*The family of the late William D. Tuttle wishes to express their deep appreciation to all the Nurses and Doctors who cared for him during his hospitalization. To the second floor room 208 nurses: Pat, Gwen, Donna; to Ed Hawkes, and many others whose names I don't know, for having the compassion and foresight and alertness in caring for Mr. Tuttle; to the ninth floor SCU shifts who cared so tenderly and who delivered so many late hours messages for me to My Bill - to Mike Thibodeau who eased for me a very sad and shocking moment.*

*You all know who you are. Your dedication reached far beyond expectations and to you, I say God Bless You.*

*Sincerely,  
Marilyn Tuttle*

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