

# what's happening

Maine Medical Center  
Portland, Maine 04102

Vol. 15, No. 13

## Ramp re-opening will mean parking changes

The MMC Parking Ramp — the whole Ramp — will re-open on Tuesday, November 1. With all nine levels in business, the Ramp will have space for over 1,200 cars.

With the re-opening of the Ramp we will be making some changes in our overall parking system. These changes incorporate agreements made with the City during early planning stages of our expansion program, and they reflect the hospital's commitment to best serve its patients and their visitors, its employees, and its neighbors.

Basically, we will be changing the use of our two major parking areas:

- The Parking Ramp will be reserved entirely for employees, volunteers and students.
- The Bramhall Parking Lot (excluding areas reserved for physicians and all handicapped) will be reserved entirely for clinic patients and all visitors.

This new usage becomes effective with the re-opening of the Ramp. The Bramhall Lot retires from 24-hour duty the same day, and the Offsite Lot will cease operation altogether.

New Bramhall Parking Lot hours will be 7 AM to 10 PM, Monday through Friday, and 9 AM to 10 PM, Saturdays, Sundays and holidays. (Visitors who need to stay with patients beyond those hours will be assisted by Security.)

The Parking Ramp will continue to operate 24 hours a day, with the present gate system still in effect. Gilman Street will be the full-time entrance and exit gate; Congress Street will be open for exiting traffic during the afternoon peak. We will continue to reserve space on the Ramp for second-shift personnel.

Present usage of the Admitting Lot and the Emergency area will not change. Admitting Lot hours remain 8 AM to 5 PM, seven days a week, and the lot still

RAMP, page 3

## Hemophilia Clinic has new coordinator

Maine Medical Center's Comprehensive Hemophilia Treatment Center is a "center without walls," but not without an active staff. That staff — of one — is Dale Lea, RN, whose new job it is to coordinate the care given under the program to Maine's approximately 125 hemophiliacs. Other than an annual one-day clinic held at MMC, the program is conducted on an ambulatory, individual basis.

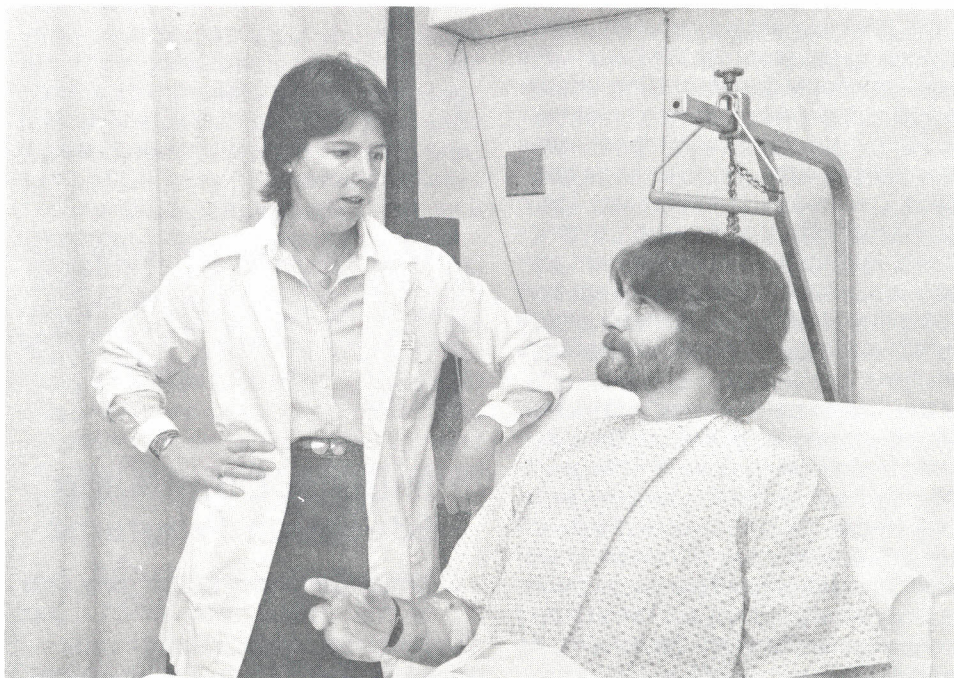
The MMC program is a satellite of the New England Comprehensive Hemophilia Treatment Center in Worcester, Massachusetts. The comprehensive concept recognizes the many facets of the disease, a genetic disorder in which a factor that aids in the clotting ability of the blood is defective. Hemophiliacs require care from many people,

including hematologists, orthopedic surgeons, dentists, physical therapists, psychiatrists, social workers, and others.

Lea considers herself a patient advocate, seeing to it that all their needs — medical, financial, psychosocial, etc. — are taken care of, within the program if possible. She is the contact person for the program, and keeps in touch with the patients between the annual clinics. If one of the patients is hospitalized, she is one of the first people to visit.

One new approach Lea is bringing to the program is a heavy emphasis on outreach. The program's patients are scattered throughout Maine, and she will travel to see them in their home and work environments. Helping local health professionals better understand hemophilia is another task which will ultimately benefit the patients. A recent

CLINIC, page 3



**HEMOPHILIA CLINIC COORDINATOR DALE LEA, RN, talks with hemophilia patient William Conoham of Scarborough. Visiting hemophilia clinic patients who have been hospitalized is an important part of Lea's job.**

## DRGs III: Quality and cost both crucial

The Medicare prospective pricing system is here, and as revealed by last week's technical discussion of DRGs, it's quite complex. But what does it mean for the patient? Some have raised the spectre of hospitals cutting down on costs by discharging patients early or eliminating some diagnostic work, and even creating "Medicare wards," with greatly reduced staffing levels and fewer amenities.

At MMC, according to Acting Vice President for Health Affairs Costas T. Lambrew, M.D., the new system will have no effect on patient care. "We're not going to let cost issues overshadow patient care issues," he says. "Any change in government regulation or payment systems is a potential threat to the quality of care, but we expect our patients to see absolutely no difference under the DRG system.

"What DRGs will do," Lambrew continues, "is make us look even more carefully at the way we practice medicine. We'll need to consider more closely the way we care for patients, the tests we order for them, and the length of time we keep them hospitalized. We can compare the way similar patients are handled by physicians within a department, and compare our overall figures with regional and national norms, looking for legitimate ways to shorten lengths of stay and reduce diagnostic work."

All this is nothing new at MMC, according to Lambrew. "We've always been concerned with getting people in and out of the hospital as quickly as possible," he points out, "for medical reasons and because we've been operating under space limitations for a long time." He points to an ever-increasing emphasis on outpatient surgery and shorter lengths of stay, and notes that MMC's cost figures compare very favorably to regional and national norms.

The MMC patient may not notice drastic changes due to DRGs, but MMC's medical staff will. "The hospital's financial viability," Lambrew says, "will depend on the physicians not only redoubling their efforts to deliver care as cost-effectively as possible, but on completing patient records and discharge summaries as quickly as possible."

Complete, accurate medical records have always been essential, but under the DRG system they are paramount.

Classification into the appropriate DRG, which will bring the appropriate payment to the hospital, will depend on the most complete record possible of all diagnoses, complications, comorbidities, and procedures.

The need for speed is simple: Medicare cannot be billed without complete medical record information. Time is money, and the hospital's cash flow depends upon prompt submission of bills. The goal is to have bills go to Medicare within four days of discharge, and therefore to have complete records within that time.

MMC's Nursing Department is equally committed to maintaining high quality care while working within the DRG system. Vice President for Nursing Judith T. Stone, RN, MS, says that like the medical staff, nursing will be taking a closer look at the way it cares for patients, but will not be lowering its standards.

"We'll be subjecting our structure and systems to a great deal of scrutiny," Stone says, "in terms of the mix of staff, the distribution of tasks, and productivity. The actual cost of nursing care will be important, particularly as the acuity of the patient population increases. In the future, we'll need to be concerned with output as well as outcome."

On the bottom line, nursing doesn't know for sure what the impact of DRGs and other changes in health care financing will mean, any more than anyone else does. "The only thing we know for sure," Stone says, "is that the quality of care has to come first. We're not going to reduce staffing levels or do anything else that will interfere with the nurses' ability to take proper care of their patients."

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*Next week, a look "behind the lines" at the people responsible for transforming the medical record into payment to the hospital and for dealing with the financial nitty-gritty of the DRG system.*

## Nursing Continuing Education Programs

- *Critical Care Seminar: "Nursing Care of the Patient with AIDS,"* Dan Bergeron, RN

Thursday, November 3, 1983  
8-9 AM and 2-3 PM  
R9 Conference Room

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## HealthStyles

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The Maine Medical Center Employee Health Promotion Program, *HealthStyles*, is launching a "lunch and learn" style lecture/discussion series open free of charge to all employees. Advance registration is required, and sandwiches may be ordered at registration (or you may bring your lunch). Beverages will be provided.

### CONSUMER NUTRITION

*Thursday, October 27, 12 Noon-1:00 PM, Classroom 2*

A 20-minute film on evaluating the content and nutritional value of the foods you buy or eat. Jackie Merrill, RD, and Debbie Callaghan, RD, MMC Dieticians, will lead the discussion.

### STRESS MANAGEMENT I

*Wednesday, November 2, 12 Noon-1:00 PM, Classroom 2*

An overview of the common causes, symptoms and effects of stress in our daily lives. First part of a three-part series, presented by Bill Elgee, Outpatient Mental Health Clinic, and Melvyn Attfield, Rehabilitation Medicine.

### GUIDELINES

#### —A film about alcoholism

*Thursday, November 3, 5:00-6:30 PM, Classroom 1*

A nationally recognized speaker presents eight guidelines for responding to alcoholism. Discussion will be led by Jackie Robinson, Psychiatry, and Al Bergman, Social Services.

### STRESS MANAGEMENT II

*Wednesday, November 9, 12 Noon-1:00 PM, Classroom 4*

"Listening to Yourself," or monitoring your physical and mental response to stress. Walter Christie, M.D., Psychiatry, will present passive techniques for identifying, understanding, and working with stress.

### STRESS MANAGEMENT III

*Wednesday, November 16, 12 Noon-1:00 PM, Classroom 3*

Behavior change for stress management. Bill Elgee and Melvyn Attfield will discuss changes you can make which will reduce or control excess stress.

To register, call Lois Scott-Hadley, Office of Training and Development, x2824 or x2106. Advance registration is required. These and other programs will be offered in the future at times more convenient for second- and third-shift employees.



**RADIATION THERAPY TECHNOLOGIST KIM LEWIS, RTR, won second place in the graduate category of an annual awards competition sponsored by the New England Conference of Radiologic Technologists. She won with this scale model of a 20 ME linear accelerator, outfitted with a laser docking system such as the one that would be needed for intraoperative radiation therapy. Kim is a September graduate of the radiation Therapy Technology program of MMC and the Southern Maine Vocational Technical Institute.**

## Greep is chairman of key division

Rudolph T. Greep has been appointed Chairman of the Key Gifts Division of the Capital Campaign, "To Meet the Need." Vincent B. Welch, Esq., Chairman of the Campaign, noted he was encouraged and pleased that Mr. Greep accepted the chairmanship. "I feel his leadership will assure the success of this Division, which has a gift target in the \$2,500-to-\$10,000 range," Mr. Welch said. "Under the chairmanship of Mr. Greep, I know the Key Gifts Division will join the successful effort route of the other Divisions of the Campaign. I am sure that Rudy and his team will meet the challenge head on as enthusiastically."

In activating the Key Gifts Division last week, Mr. Welch noted that although the overall Campaign goal has been surpassed by several million dollars, the job is not yet done. There is still the need for continued support to offset future interest costs on and amortization of the funds borrowed to meet construction costs. He said, "These charges will mean that MMC will be paying \$3.58 for every dollar borrowed. Therefore, every dollar we raise now in this Capital Campaign will mean a savings in future patient costs of \$3.58.

Our intent now is to reduce these interest charges and thus keep patient costs down to a minimum in the years ahead."

Serving with Mr. Greep as Vice Chairmen are Greater Portland businessmen Richard W. Baldwin, Colonel Robert E. Cleaves, M. Thomas Juenemann, Robert L. Parent, and Arthur R. Perrin, Jr. These gentlemen are currently mustering their teams for the Division's "Kickoff" scheduled for later this month.

Mr. Greep has a long list of affiliations with MMC, having served as Chairman of the 1976 Annual Fund Drive, as a member of the Corporate Funds Committee of the Centennial Building Fund of 1973, and as Chairman of the 1979 Cancer Radiation Treatment Fund. He currently is serving as a Corporator and as a Vice Chairman of the MMC Capital Campaign's Leadership Gifts Division. Mr. Greep is retired and was formerly Vice President and Mill Manager of the S.D. Warren Company.

## About People

Mary Quimby, Unit Clerk on P1C, retired recently after 26 years of service to Maine Medical Center. She had worked as a Unit Clerk on D3 and D4 previously.

**RAMP, from page one**\_\_\_\_\_ handles overflow from Emergency patient drop-off, with Security arranging access.

Having the whole Ramp open again — with elevator service to the top, a spanking new coat of paint at every level, sandblasting and sealing part of the past, and 1,200 parking spaces waiting just for us — seems good news enough. There's more to come, though. The Ramp won't really be complete until the arrival and installation of new booths for the Gilman and Congress gates. When those booths are in place we'll have a new system for directing and speeding the flow of traffic both entering and leaving the Ramp during peak hours.

**When you find out how well it works, you'll want to give again.**

**ONE WEEK TO GO.....**

**CLINIC, from page one**\_\_\_\_\_

trip to Machias provided an opportunity to accomplish both objectives, and more trips will follow.

Strengthening the ties between the Portland and Bangor area professionals concerned with hemophilia will also benefit the patients, especially those closer to Bangor. Genetic counseling, including family histories of all the program's patients, is another area that will receive greater emphasis.

The annual clinic is set for October 31, in the Pediatric Clinic area at MMC. In addition to the usual questions, Lea anticipates some about AIDS, for which hemophiliacs are at risk. Counseling on matters like AIDS is an important part of the coordinator's job, as are referrals to other professionals when the situation warrants.

Hemophilia affects about 1 in 10,000 males. It is a genetic disorder, carried by females but actually affecting only males. Hemophiliacs are at risk not only from bleeding due to cuts, but from the deeper, more destructive bleeding of joints. Proper medical care and caution on the part of the patient allow most hemophiliacs to lead a normal life.

## Sail away, sail away ... and back again

The Employee Activity Committee is offering its final round-trip cruise of the season to Yarmouth, Nova Scotia this Friday, October 28. The MS Scotia Prince will leave the International Ferry Terminal Friday and return Saturday, October 29. Round trip cost, including passage, cabin, breakfast and dinner buffet, and complimentary cocktail, is \$59.50 per person, based on double occupancy. Entertainment, dancing, gambling, and duty-free shopping are also available. Call Sue Morrison, x2416, for more information.

## TSA meetings are coming to MMC soon

It's not too late to make plans to attend one of the upcoming Tax Sheltered Annuity meetings. Representatives of the three TSA plans available to MMC employees will be here for scheduled, open meetings next week and early next month.

Representatives will be here for presentations every hour on the hour on the following schedule:

- **Monday, October 31 Mutual Benefit Life**, Cafeteria Conference Room A, 8:00 – 11:00 AM and 1:00 – 5:00 PM.
- **Thursday, November 3 Capital Guardian Trust**, Cafeteria Conference Room A, 1:00 – 5:00 PM.
- **Friday, November 4 Kemper Investors Life**, Cafeteria Conference Room B, 8:00 – 11:00 AM and 1:00 – 5:00 PM.

If you have questions, or would like to set up an individual appointment, call the Employee Benefits Office at X2973.

## Marketplace

**FOR RENT:** 2 BRs, heat included, right on Westbrook bus line. 510 Mechanic St. Apt. building recently bought with a lot of renovations done and to be done. Nice neighborhood. Call 854-5887.

**FOR RENT:** Sunny 3½ room, 2nd floor apt. 3 blocks from MMC. Large, carpeted BR and LR with hardwood floor and bay window. All utilities included, always warm. Parking available. Great for single or couple. \$325/mo. Call 772-2495 after 4 PM. Avail. immediately.

**FOR RENT:** Furnished condo at Applegate, Falmouth Foreside. Nov. 1 – June 1. 3 BRs, 3 baths, LR, DR, full KT, garage, all appliances, linen, silver, china, carpeting. \$700/mo. plus util. Call 781-4224.

**FOR SALE OR LEASE:** Office space. Pine and Brackett St. Ample parking. Call 624-4451.

**FOR LEASE:** Professional office space. 5,000 sq. ft. in Casco Bay Professional Park, U.S. Rte. 1, Falmouth. Ample parking onsite. Call 781-5292 and ask for Dr. Luck.

**ROOMMATE WANTED:** 31 yr. old female desires male/female roommate on Whitney Ave. \$162.50/mo. pays heat and util. Call 773-8217

**FOR SALE:** VW Super Beetle. Sun roof. Great buy at \$500. Call 767-5872.

**FOR SALE:** 1963 Mercedes 220B. European model. In original showroom condition with only 28,000 miles. \$9,500. Call 773-0087.

**FOR SALE:** Colonial maple coffee table and 2 end tables. Very good condition. Call 797-6623, evenings.

**FOR SALE:** Size 10 camel coat, double-breasted, belted back, good condition, \$25. Size 16 maroon wrap-around coat, excellent condition, \$30. Call 772-5103.

**FOR SALE:** Colonial dining room set, couch (brown velvet) like new with matching material. Call Pat Murphy at 797-0590.

**KITTEN:** Male, 7 weeks old in a lovely deep long-haired stripe in black tones. Call 772-6018 or 774-0299.

## 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.

Barbara Burns, Editor

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**WANTED:** Used flute, good condition. Also, cross country skis, boots, poles; ladies', men's, and children's. Call 799-8649.

**WANTED:** Reasonably priced drum set. Will trade or sell Scuba Pro buoyancy vest. Size large. Call 773-6739 after 4 PM.

**WANTED:** Part-time babysitter, nights 11 PM - 7 AM shift for 2 boys, ages 12 and 7. Can provide transportation. Call after 4 PM at 772-2159.

**PLANTING QUALITY BULBS** for color next spring. Design and installation. Call 773-0987.

**DAY CARE:** Licensed. Would like to take in children from ages 1 - 4 years old. Call 773-7911.

**I WILL RAKE** leaves any evening or weekend. Call 774-6552.

**POTTERY CLASSES:** For adults and children. Adults: 9 wks., Weds. 7-10 PM, beginning Oct. 26 thru Dec. 21. All materials and firings included, \$85. Children: 7 wks., Weds. or Thurs. 3:30-5:30 PM, beginning Oct. 26 or 27 thru Dec. 14 or 15. All materials and firings included, \$45. Teacher Toby Rosenberg, 148 Middle St. Call 772-0491, mornings. All classes limited to 6 students.

**HOUSE CLEANING:** Reliable, experienced woman. Local references furnished. Everything from dirty refrigerators to dusty baseboards. Will also clean offices. Call Sparkles Service AM or evenings after 8 PM, 773-3079. Will clean only in the Portland area.

## New Employees

**CHEMISTRY:** Jacqueline Awugah

**MED. REHAB.:** Debra J. Brady, Margaret R. Queally

**HOUSEKEEPING:** Peter T. Brichetto

**SURGICAL PATHOLOGY:** Vickie L. Brown

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