

# what's happening

Maine Medical Center  
Portland, Maine 04102

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February 23, 1983

## In with the new: Word Processing

Word processing has come to Maine Medical Center! Actually, pilot word processors have been in use in selected locations for over a year, but the Medical Records transcription section has just converted entirely to the Wang VS-80 system. Seven terminals and two printers, tied to a central processing unit located in the R8 Computer Room, will handle the section's transcribing work at an increase in efficiency of 70% or more.

As a heavy producer of typed material, the transcription section was one of the early focal points for studies of the feasibility of word processing for MMC. Supervisor Robert Jensen trained four people on a pilot unit, and measured the increase in their output. The results were nothing short of amazing: all had increases of at least 77%, and one actually more than doubled her output.

Associate Vice President for Data Management Jerry Edson reports that the savings resulting from the increase in efficiency of the transcription department will pay for the central word processing system within two years. The savings come from three empty positions that will not have to be filled, and the elimination of some \$25,000 in outside transcription services purchased each year.

Harder to measure but every bit as important is the lowering of what Jensen calls the "frustration level" of the transcriptionists. Their work involves turning dictated histories and physicals, consultations, operative notes, and discharge summaries into typewritten records, and corrections and revisions are often made in the course of the dictation. With a regular typewriter, going back to add a sentence or change a word can be a major problem, but with a word processor the change is quick and easy.

In word processing, the typist enters



**THE ELECTRONIC AGE** came to Medical Records February 9, as a state-of-the-art word processing system went on-line in the transcription section. Medical Secretary Terri Roy is shown above, examining a printout as the system "came up". (A/V Photo)

the entire document, in "soft" form, on the unit's screen. While the words are in that form, the typist can change them around, add, delete, and correct virtually without limitation, and do it all electronically. One particularly impressive feature even allows the automatic searching out and correcting of a given word as many times as it appears, as in changing "left" to "right" or "upper" to "lower." Only when the operator is satisfied does she start the printer for a "hard," typewritten copy for the record. The printer produces the copy at the rate of a line every two seconds.

The word processor can store various formats and processes in its memory, to be called up by one or two keystrokes, and the printer operates on a continuous paper feed. These two features

## Visiting Board pledges \$50,000 to Campaign

The Visiting Board of the Children's Hospital has pledged \$50,000 to the Maine Medical Center Capital Campaign, To Meet the Need. This three-year commitment was the first official gift to the Campaign from an Auxiliary group. Vincent B. Welch, Campaign Chairman, expressed his warmest thanks to the group and said that MMC is extremely fortunate to be the beneficiary of the wonderful work these volunteers give to others. The gift, made under the leadership of Mrs. Bradley T. Shaw, immediate past president, and Mrs. Waldo P. Strahan, current president, fulfills the Board's desire to make a meaningful commitment to



the Campaign.

The Visiting Board of the Children's Hospital consists of 50 very active and devoted women who give over 10,000 hours yearly to assist others. Their efforts are primarily in pediatrics and the Flower Box, with the latter managed year-round by the Board. However, individuals of the group volunteer their services in other areas of the hospital, such as the Information Desk, Craft Cart, Playroom, Emergency, Patient Care Survey, and the MMC Museum Project.

Each year their gifts help fund a number of important Pediatric Unit projects, such as the Foster Grandparents Program, the renovation of the Nurses' Station, redecoration of the waiting room, and Playroom staff support.

## MSFCU enters 1983 strong and growing

The Medical Services Federal Credit Union held its 27th Annual Meeting February 12, at the Italian Heritage Center in Portland. President Norman Boucher reported an excellent year to the membership, highlighted by a change from quarterly to monthly compounding of dividends and the establishment of a split rate dividend program paying higher rates on higher balances.

Among the statistics reported to the membership were a 52.8% increase in assets for 1982, up to \$5,705,345. The credit union made 1,431 loans with a value of \$2,780,545.02, and paid to shareholders dividends of \$281,649. At the end of the year, 5,000 people were members.

1982 saw the retirement after 16 years of Manager Edward F. DeLorme, and the hiring of Robert P. Lacombe as new manager. MSFCU added Individual Retirement Accounts, FHA Title 1 Home Improvement Loans, and NEACH (net pay) Direct Deposit to its services in 1982, and made plans to add open-end credit and InstaCard services early in 1983.

Three Directors -- Elizabeth O'Donnell, Marjorie Harris, and Paul Reny -- were reelected to the Board of Directors at the Annual Meeting. The Board now consists of George Drew, President; Norman Boucher, Vice President; Jeannette Fournier, Treasurer; Marjorie Harris, Secretary; and Directors Elizabeth O'Donnell, Arthur Stevenson, Peggy Cooper, Paul Reny, and Natalie Roberts.

point to an example of the time savings possible with word processing. In the past, in order to produce a discharge summary, the transcriptionist had to insert the appropriate form, enter the summary (often making numerous difficult corrections) and insert a new piece of paper for each additional page.

Now, the operator simply hits two keys to call up the discharge summary matrix on the screen. She fills it in like any other form, but just keeps typing until done. Any corrections, even the rearranging of entire paragraphs, are easily done, and then a single stroke starts the printer. The unit automatically sets the lines, jumping to the next one when each line is full. It also automatically spaces the printout on the continuous paper, which is serrated for separation.

The word processor sets "justified" columns -- flush margins both right and left -- and this helps get more words on less paper, and standardize the appearance of the documents. Jensen says this makes for neater, more useful records, which has already generated considerable positive feedback from physicians.

The new technology has been well received by his people, Jensen says. "Having the pilot unit there for a year was a big help," he reports, "because we were able to get used to it and almost everyone had a chance to get some training." The only change in work routine has been the addition of more frequent breaks to prevent eye strain. During those breaks, the typists do work they might otherwise have saved to do all at once, such as searching records and making face sheets for the records.

Jensen says the most important part of the transcription department is still the medical secretary, despite the speed and flexibility of the word processing equipment. The medical secretaries in his section are actually medical/surgical secretaries, he points out, and without their training and experience the word processors would be useless. Most medical secretaries receive two or more years of formal training.

According to Jerry Edson, the hospital's overall word processing program is moving along well. Several stations have been identified, after a year's assessment of needs. All stations will tie into the same central processing unit on R8, and will be shared by groups of users. Edson says as the users become trained and begin using

the equipment regularly, additional stations will be considered as need and budget allow. Other possibilities, such as optical scanning equipment for previously typed material and a word processing center, are being evaluated as well.

## Appointments

Ms. Marge Nickerson, RN, has assumed the position of Assistant Head Nurse - Evenings on R7. The appointment, effective Monday, February 7, was announced by Susanne J. Kuffa, Rn, MSN, Director of Critical Care Nursing. Ms. Nickerson has been a staff nurse on R7 for two years.

## More Marketplace

**WANTED:** Responsible female to share quiet 2 BR apt. in So. Portland. Rent, \$162.50 plus utils. Available March 7. Call Nancy at 799-2035 after 5:30 weekdays.

**WANTED:** Housemate to share beautiful, unique 7-rm. apt. within walking distance to hospitals with a 28-yr.-old medical professional. Apt. has hardwood flrs., beamed ceilings, skylight, ocean views, passive solar and coal heat, off-street parking and is fully furnished. Looking for mature, responsible person. \$200/mo. plus 1/2 utils. Call 772-9638 after 5 PM.

**WANTED:** Female roommate needed immediately. Weekly rent \$45, incl. all utils. Exceptionally close to the Medical Center. If interested, call Karen at 775-7288 or ext. 2672.

**SIX PUPPIES:** 2 males and 4 females are looking for good homes. They are a mix of black lab, golden retriever, and shepherd. Call 839-5987 after 5 PM.

**FREE:** 9 puppies ready for new homes anytime. Call 934-2907.

**HOME WANTED:** 3 1/2 old male Irish Setter, attended obedience classes. Has papers. Needs lots of love in country home.

**PROFESSIONAL TAX CONSULTANT,** reasonable rates. Call 883-4619.

**MISSING** from the library: Pearl-handled letter opener. Sentimental value. If found, please return to the circulation desk.

**INTERIOR PAINTING AND PAPERING:** Reasonable rates. Call Joe at 773-0934.

**DAY CARE:** Licensed day care near MMC. One opening for under age 3. Call 772-7957.





**ON BEHALF** of a grateful MMC family, Chairman of the Board of Trustees James L. Moody, Jr. (right) presents 1982 Annual Fund Chairman Roger C. Lambert with an engraved pewter tray. The gift expresses thanks for a record-breaking Annual Fund campaign. (A/V Photo)

## MMC's Annual Fund: over the top – again

In keeping with the pattern of recent years, the 1982 MMC Annual Fund broke all previous records of donors and dollars. Some 1,381 people gave \$201,450.76, nearly 10% more than was given in 1981 and from about 100 more contributors.

Donors designated their 1982 Annual Fund gifts as follows:

Capital Purposes, \$175,972.43  
Patient Care, \$13,164.91  
Medical and Health Education,  
\$3,618.09  
Medical Research, \$8,695.33

Trustee Roger C. Lambert, Chairman of the 1982 Annual Fund, attributed the great fund victory to the hard work of his committee. He paid special tribute to his Vice Chairmen, Corporator Widgery Thomas, Jr., and Andrew P. Iverson, M.D., who headed a special subcommittee of the Medical Staff. The members of the Medical Staff increased their contributions to \$43,276, with 73% of the Active Staff participating. (This appears to be a record for annual giving support by a medical staff, as the Development staff can find no other hospital or medical center to match it.)

Mr. Lambert also expressed his warmest thanks and appreciation to the many generous donors who sent their gifts, both large and small, from all parts of Maine, as well as a number of other states and even some foreign countries. It is particularly gratifying to find visitors, seasonal residents, and the alumni/ae of various MMC medical and nursing programs supporting the Annual Fund each year, he said.

Donors to the 1982 Annual Fund will be recognized and thanked for their support at two special 1983 "Appreciation Days Programs," which are scheduled for the morning of Friday, April 29, and the evening of Wednesday, May 11. Details will be published shortly, and individual invitations will be sent to all who contributed to last year's Annual Fund.

Plans are now being completed for the new 1983 Annual Fund under the Chairmanship of Widgery Thomas, Jr. His Vice Chairmen are Corporator John H. Staples and Donald W. Klopp, M.D. The new 1983 Annual Fund Committee is being enlisted now, and Dr. Klopp will shortly sign up physicians and dentists to help with his special subcommittee.

## Critical Care Seminar Repeated

Interest from members of MMC's Department of Nursing was so great in the February Critical Care Seminar, "Documentation in Nursing Practice - Legal Issues," that it will be repeated. Panelists Judy Stone, RN, Vice President for Nursing, Rose Riordan, RN, Risk Management, and Virginia Erickson, RN, Staff Development Instructor, will present on Wednesday, March 2, from 2-3 PM and Thursday, March 3 from 8-9 AM, in the R9 Conference Room. One contact hour has been approved for this program.

Please call the Staff Development office at x 2397 for further details.

## Summit pager exchange is in for a change

A major change is coming to the Summit (formerly New Dawn) radio pager system. Summit Communications has announced that -- at 11 PM March 7, 1983 -- the Summit exchange will be changed to "761." Numbers presently begin with "767."

All holders of pagers have been notified by Summit, and all who "beep" them should make note of the change. Only the first three digits change; each individual's following four digits remain the same.

## Hostesses will help with banking machine

InstaCard has come to MMC. The automatic teller machine, offering 24-hour banking services to employees, patients and visitors, opened for business yesterday on the site of the old Orthopedic Entrance in the Richards wing.

Those wishing some instruction in the use of InstaCard and the automatic teller machine should note that hostesses are attending the machine for just that purpose. They'll be here for the rest of this week on the following schedule:

- Today, 6 AM-midnight
- Thursday, 3 PM-midnight
- Friday, 1:30 AM-2:30 AM
- Saturday, 9 AM-11 AM

## EAC Arts and Crafts is set for March 17

The 1983 Employee Activity Committee Arts & Crafts Fair is scheduled for Thursday, March 17, which also happens to be St. Patrick's Day. The annual event will happen in the Admitting Lobby, 8:00 AM to 4:00 PM. Anyone interested in displaying their handiwork should contact Debi Bergeron at x2847 as soon as possible.



# Marketplace

**FOR RENT:** Convenient location, quiet bldg., 1st fl. efficiency, \$290, incl. all utils. Sec. dep. and refs. required. Call 775-0532 days, 774-3452 eves.

**FOR RENT:** So. Portland, 1 year old colonial-style apt. bldg. in nice neighborhood with modern features: cathedral ceiling, 2 lg. skylights, woodstove, 5 ceiling beams, large loft BR, disposal, washer/dryer, convection oven, terrace, 10 min. walk to beach, 5 min. drive to downtown Portland. Call Jon Knowles at 781-5110 office, 767-3753 home.

**FOR RENT:** Vaughan St., 1 BR, study, LR, KT, bath. Bright and spacious. \$355 mo., deposit and lease required. No dogs. Call 772-3154.

**FOR RENT:** 2-1 BR apts., completely rehab., all electric, carpeting and parking. Sec. deposit, please. \$275/\$285. Call 799-1668 weekends.

**FOR RENT:** 2 BR apt. on the water, Cousins Island, Yarmouth. \$350/mo. plus utils. Available March 1. Call eves. or before 9 AM, 846-3332.

**FOR RENT:** Central downtown, pleasant 1 BR, single occupancy. \$250/heated. Dep., refs., lease. Call 772-5800, leave message.

**FOR RENT:** Near Mercy Hospital, new 1- and 2-BR apts., fully applaned, carpeted, sauna and exercise room. \$485/\$495. Call 883-5451.

**FOR RENT:** Spacious, sunny, 2 BR apt. LR, big KT, pantry, mud rm. Renovated, 5 min. walk to MMC. \$360/mo. includes heat, parking, utils. 799-3154.

**FOR RENT:** Sugarloaf ski chalet. All facilities provided. Five miles from mountain. For information, call 854-2424.

**FOR RENT:** New condo on the mountain at Sugarloaf, sleeps six, Sunday-Friday, \$400. Call 799-4255 after 7 PM.

**FOR SALE:** Microwave, dishwasher, twin bed, bureau, etc. Call 774-0742.

**FOR SALE:** Pine St. condo, 3 rms., KT and bath. Low \$30s. Contact Alex at 774-4755.

**FOR SALE:** By owner, Cape Elizabeth garrison in exc. cond., in a quiet neighborhood. 4 BR, 1½ baths, LR, DR, eat-in KT, newly remodeled family room off KT with insulated window quilts. \$80,000. Call 799-7760.

**FOR SALE:** Nice 2-acre country lot, soil tested and surveyed, easy commute to Portland. Partial financing available. Call 727-3659.

**FOR SALE:** 1977 Buick Skylark, automatic, new paint, sticker, and front-end alignment. Great transportation. \$1,995 or best offer. Call 883-4971.

**FOR SALE:** 1980 Renault LeCar Deluxe. Red, sunroof, 38 mpg, like new condition. Must sell. \$3,000 or best offer. See on Cushman St. or call Glen 797-4916 days only.

**FOR SALE:** 1977 Volare, 4 dr., 6 cyl., automatic, PS, AM/FM radio, 1 owner, nice car. Best offer, call after 6 PM, 829-3752.

**FOR SALE:** IBANEZ electric acoustic guitar, gold-plated, exc. cond., \$450; 212-in Fender Bassman amplifier speakers. Brand new. \$75/pr. Call 727-3659.

**FOR SALE:** Black Borgana fur coat, size 14, \$35; off-white spring coat, size 14, \$20; aqua raincoat, size 14, \$15; navy raincoat, size 14, \$8; assorted children's clothing, 3 and 4 toddlers; child's black patent leather shoes, size 8; white T-strap leather, size 9, \$4. Call 772-5103.

**FOR SALE:** Yamaha CRZO 20 stereo receiver, 100 watts ch. In exc. cond. with 2 Advent speakers and a Sansui belt-driven turntable. Asking \$700 or best offer. Call 780-6415, 8-6 PM; 282-3709, 6-9:30 PM.

**FOR SALE:** 1 pr. of ladies' size 7½ Nordica ski boots, exc. cond., \$25; 1 pr. men's size 7½ Trappeur ski boots, \$40; 1 pr. men's size 7½ Nordica ski boots, \$50. Must sell. Call Jan 773-6595 after 4 PM on weekdays.

## 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.

Contributors to this issue:

Wayne L. Clark, Public Information  
Sheila Roy, Public Information  
Mary Corey, A/V Resources  
Larry Gorton, A/V Resources  
Charlotte Hurd, A/V Resources  
Judy MacKenzie, A/V Resources  
Leigh Whittemore, A/V Resources  
George A. Drew, Print Shop  
Henry J. Guidod, Jr., Print Shop  
Jim Stewart, Print Shop  
Elaine Citrine, USM

**FOR SALE:** 1 pair of 14" snow tires, all mounted and balanced on Datsun pickup rims. Ready to chomp. \$60. Call 929-8405 after 6 PM.

**FOR SALE:** Combination radio and record player, blond mahogany cabinet. Good cond. \$35. Call 772-5103.

**FOR SALE:** Altec Lansing speakers, model 3. \$200/pr.; Sony PS-4750 direct drive turntable, \$125. All in exc. cond. Call 775-1277, ask for Denis.

**FOR SALE:** One pair of Raichle slalom boots, size 10. Perfect for intermediate or advanced skier. Exc. shape. \$50. Call 799-4569 after 5 PM.

**FOR SALE:** 2 tickets for March 19, "Academy of St. Martin in the Fields" concert at Portland City Hall. Very good seats. Call 799-1911 eves.

**FOR SALE:** Nordica recreational ski boots, size 10 upper. Never worn. Sold for \$200, will sell for \$100. Call 774-6596 eves.

**FOR SALE:** Antique 17-ft. "White" canoe. Very good shape. Canvas cover, ash ribs, mahogany rails. \$350. Call 657-2194 after 5 PM.

**WANTED:** Part-time assistant Homemaker. Job description: child care and light housekeeping. Refs. required. Call 781-4090 after 6 PM.

**WANTED:** Female roommate to share furnished townhouse in North Deering area. \$200/mo. plus ½ utils. Call 856-6911.

**WANTED:** Female to share 2 BR apt. in Woodfords area. Old captain's home. Laundry in basement. Only BR furniture needed. Rent \$187.50/mo. plus heat. Avail. April 1. Call Donna at 775-2667.

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