

2007 CRH Excellence Award

Statement of Purpose

Calais Regional Hospital exists to provide and plan patient care, educational and restorative services that meet our customer's expectations, commensurate with available resources.

Our Vision

CRH will be known by our customers as the best rural hospital in Maine.

Statement of Values

As an organization we value customer service, leadership and progressive management, compassion, teamwork and collaboration, stewardship of resources, and dedication to quality. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.

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Volume XVI. No. 5
May 25, 2007

Cheryl Trader is the 2007 Excellence Award winner. The honor is given to the individual who exemplifies teamwork, respect for people, service to others, outstanding customer service and dedication to quality. This year's recipient was nominated by co-workers, who described this individual as being kind; friendly & helpful; patient & reliable; efficient & conscientious; flexible; competent in all work duties; able to multi-task and one who contributes fresh ideas to improve quality.

Her pleasing tone of voice never changes. She never has anything negative to say about anyone else. In addition to her regular duties Cheryl volunteered at the new CRH open house; has been on the CRH Safety Committee for 9 years; is a Compliance Billing Team member; participated on performance improvement teams; helped move the department into a new building; assisted in coordinating a department open house; volunteers at her church & coordinates & participates in the annual MS Walk.

Cheryl was born in Aroostook County. She graduated from Fort Fairfield High School & Northern Maine Community College, where she studied business.

She worked for 5 years at Aroostook Home Care in Caribou as a bookkeeper and patient accounts clerk. When her husband's career moved them to Calais, Cheryl worked 5 years as an Administrative Assistant with the Burger King Corporation. For the next 5 years she was Office Manager for family planning & maternal & child health programs in the Calais office of Downeast Health Services.

Nine years ago she joined CRH as secretary in our newly opened Home Health Department. Later, when Home Health became fully operational and independent, Cheryl was promoted to the position of Business Coordinator. In this position Cheryl is responsible for business support, secretarial and clerical services. She also coordinates Lifeline installations & ongoing Lifeline services to clients.

Cheryl's life outside the hospital includes her husband of decades, Richard, & their two children who both graduated from Calais High School. Daughter Tammy, 24 is an Emergency Department Registered Nurse living in Bangor. Son Stephen, 27, is a computer systems analyst in Florida.



*Cheryl Trader
2007 Excellence Award Winner*

2007 REDUCED STAFFING DAYS

Memorial Day, Monday, May 28
 Independence Day, Wednesday, July 4
 Labor Day, Monday, September 3
 Veterans' Day, Monday, November 12
 Thanksgiving, Thursday, November 22
 Day after Thanksgiving, Friday, November 23
 Christmas, Tuesday, December 25

COMPLIANCE

OIG Program Inspections

The Office of Evaluation and Inspections (OEI) conducts reviews of Health and Human Service (HHS) programs and provides advice to decision makers. Their goal is to improve program efficiency and effectiveness. Inspections focus on highly funded programs looking at how well they operate.

ValuesLine 1-800-273-8452

CRH Team Participates in MS Walk

A team of seven CRH co-workers, family, and friends participated in the annual MS Walk in Eastport on May 6.

Thanks for being part of the CRH team: Donna Mills, Dolly Newcomb, Cathy Scullin, Anita Flagg and Cheryl Trader. Thanks to all who supported this cause. It is very much appreciated.

Kudos



Korner

K*udos go out to the following CRH family members...*

- ▶▶ To Donna Mills who figured out how to transfer patient calls more efficiently.
- ▶▶ Events Committee members for planning activities in celebration of Employee Health & Fitness Day.
- ▶▶ Patty Lindsay for delivering mail to the Canada Post office on her way home.

If you have kudos to report, please contact the community relations office.

**Handbook Policy Refresher
 Problem Solving**

The Hospital seeks to establish and maintain harmonious working relationships. Toward this goal, the Hospital will attempt to resolve employee problems promptly and efficiently on an informal basis through the department supervisor. Although employees are urged to resolve problems informally with their supervisors wherever possible, complaints may be processed under the following procedure:

The staff of the Department of Human Resources will be available at every stage of the procedure to offer appropriate advice in the presentation of problems. The Hospital and employee, by mutual written consent, may extend any of the time limits provided for in this procedure. This procedure does not apply to managers or supervisors or employees who have not completed their initial employment period. Employee problems will be handled through the following steps:

Step 1) The employee shall present the problem to his/her supervisor in writing within fifteen days after the event that caused the complaint. The employee's written presentation should include a statement of the problem and the remedy the employee seeks. A meeting of the employee and his/her supervisor will be scheduled within five days of the receipt of the employee's written presentation. A co-worker may accompany the employee during this meeting, if desired. The supervisor shall respond in writing to the employee within five days of this meeting.

Step 2) If the problem is still unresolved, the employee may appeal in writing to the Chief Executive Officer, through the Department of Human Resources, within ten days of receipt of the Step 1 answer. The Chief Executive Officer shall schedule a meeting with the supervisor and employee within five working days of receipt of the appeal. A co-worker may accompany the employee during this meeting. Within five days of the meeting, the Chief Executive Officer shall respond in writing to all appropriate parties with a decision.

The term "day" shall mean calendar day excluding Saturdays, Sundays, and holidays.

Source: page 33 CRH employee hand book date of policy 2/06.

Employee News

Welcome to the following: Kelli Flood, Eastport, laundry worker part time; Jody Stevens Calais, food services worker part time; and Jo-Ann McGovern, Baileyville, rehabilitative services technician part time. Also to temporary staff James Stone, RN, Florida, ED; Heather Martin, RN, NC, IP Unit; Tiffany Olsson, food services worker; Brian Thompson, RPH pharmacist and Megan Woodruff, environmental services.

Heather White, RN has changed status from full time to per diem.

Jake Thayer, MT, East Longmeadow, MA will join the CRH laboratory as a technologist full time in June.

Congratulations

Congratulations to Cheryl Bean, CPAT for passing the Technical Certification Exam of American Association of Healthcare Administration Management, Pine Tree Chapter for Patient Access Services, Hospital Billing, Credit & Collections.



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He is engaged & will be married this summer. Cheryl's siblings include several brothers and sisters.

Cheryl has worked for three Home Health directors; Beth Olsson, RN Jan Wakin, RN & current director, Dolly Newcomb, RN. Cheryl's directors had a thing or two to say about her. They described her as "the person who has all the qualities you look for when hiring someone." If that isn't enough, they shared that Cheryl is: well organized, always professional and eager to accomplish all her responsibilities. She is a true team worker who works well with all staff. Cheryl is willing to share knowledge, is highly motivated, succeeds in anything she attempts, has the ability to function under multiple priorities and has strong communication skills.

Cheryl has excellent customer service skills. When a customer has a concern, she does her best to resolve the issue as soon as possible, and with a smile. Numerous compliments received from customers have been attributed to Cheryl.

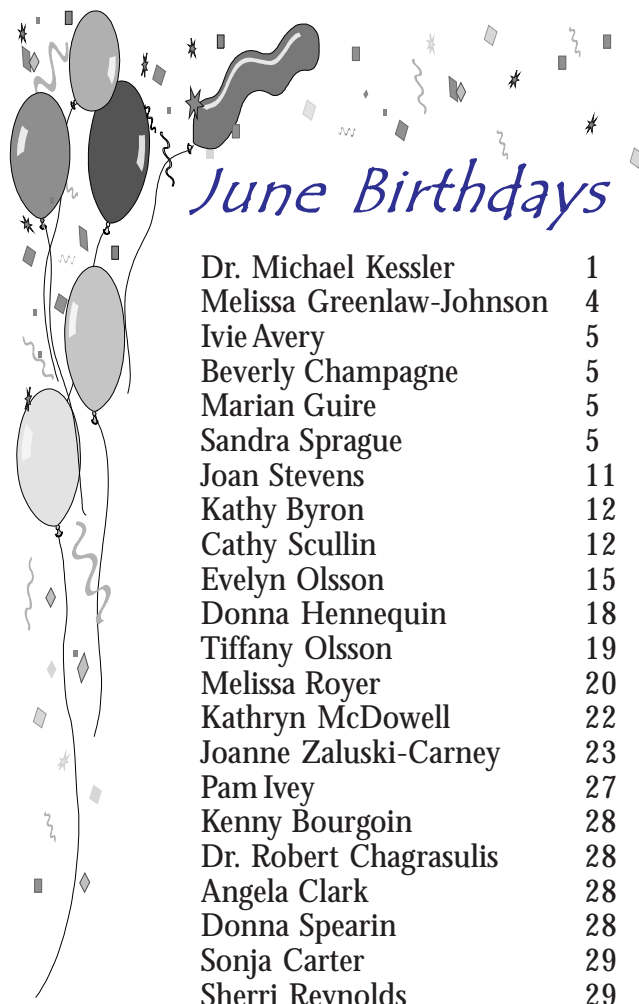
Breakfast With The CEO

The next staff breakfast with the CEO will be in Tuesday, July 10 in the boardroom at 7:45 a.m. If you receive an invitation, don't forget to RSVP to ext. 165.



The winner from the Above and Beyond nominations for the month of April was Pam Ivey.

To recognize someone through the Above and Beyond program, simply complete a recognition card that can be found in the Lobby or Cafeteria and submit it to Community Relations.



June Birthdays

Dr. Michael Kessler	1
Melissa Greenlaw-Johnson	4
Ivie Avery	5
Beverly Champagne	5
Marian Guire	5
Sandra Sprague	5
Joan Stevens	11
Kathy Byron	12
Cathy Scullin	12
Evelyn Olsson	15
Donna Hennequin	18
Tiffany Olsson	19
Melissa Royer	20
Kathryn McDowell	22
Joanne Zaluski-Carney	23
Pam Ivey	27
Kenny Bourgoin	28
Dr. Robert Chagrasulis	28
Angela Clark	28
Donna Spearin	28
Sonja Carter	29
Sherri Reynolds	29
April Free	30

National Hospital Week Pictures



National Hospital Week

National Hospital Week, May 6 - 12 was very busy with many events in the Hospital. This year's theme was Care You Count On. People You Trust.

Over 80 volunteers attended the Annual Volunteer Dinner held at the Downeast Heritage Center catered by the Princeton Rod and Gun Club with a delicious roast beef dinner on Monday, May 7. This annual event is held to recognize and thank CRH volunteers for their gifts of time and talent throughout the year.

Baby Day 2007 had a great turn out with 28 babies and 35 parents. Baby day is a celebration of babies born at CRH the prior year. Prizes were won by mothers January Carr, Charlene Tyrell and Judy Beal and children prizes were given to Alexis Seavey, Braden White, Shaun Cowett, Bonnie Beal, Logan Giffith, Draven Hardie, Brooklyn McCathy and Kimberly Moholland. Cookies and punch were enjoyed by all as the young guests of honor were busy checking over their peers. Thanks to volunteers who staffed the event and to the cookie makers. Thanks also to the following departments who helped make Baby Day a success: food services and community relations.

Dessert Day was a treat for everyone's sweet tooth. There were 56 free desserts given out in the cafeteria. As always, "Scoops for the Troops" was a popular event with Ray Davis, CEO; Bernie McAdam, CFO and Linda Gralenski, Board Chair serving ice cream to employees.

The winner of the Events Committee "High School Photo" draw was Jo-Anne Bartlett who won \$50. There were 64 graduation photos submitted. Fran Holst won the draw for the 8 hours of pep time.

Twenty three employees were honored for combined service of 610 years at the Annual CRH Employees Banquet.

There were many winners randomly drawn throughout National Hospital Week. A variety of prizes

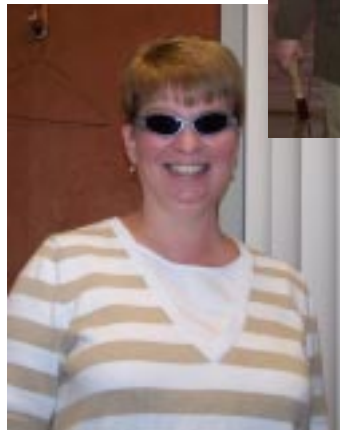
were to Cody Stow, Anne Perry, Cindy Kierstead, Marti Nordstrom, Eleonore Sullivan, Mary McLellan, Carla McCann, Carmela Diffin-Dewitt,

Donna Webb, Sandra Cox, Manuel Hensley, Mary MacDonald, Frederick Taylor, Glen Ward, Betty Cates and Amy Day. If you have not received your prize, stop by the Community Relations Department.

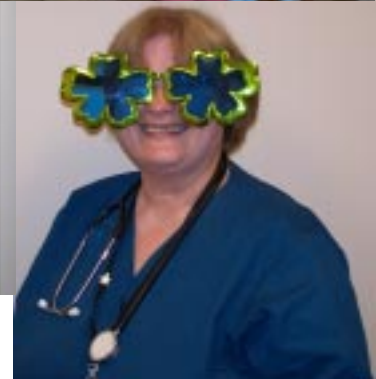
CRH Health and Fitness Celebration week poker game was enjoyed by everyone who participated with different activities from showing up with sunglasses, to line dancing classes, to smoking cessation info with Dr. Salamon and much more. The poker hand was won by Cheryl Bean with a straight flush hand. The winner of the hair cut certificate was Nancy Feiner, the "quit smoking" winner Donna Mills and the "don't have to quit smoking" winner Angela Olsson. Thank you to all who helped make these activities such a huge success.



Jo-Anne Bartlett



Donna Descoteaux



Eleonore Sullivan, RN

Schedule of Events

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, June 1, 3 pm

Free Blood Pressure Clinic
Woodland Manor Apartments
Tuesday, June 5, 9-11 am

Seniority Glucose & Cholesterol Screening
CRH Classrooms
Thursday, June 14, 8 am

Encore Plus
Mona Van Wart's office at CRH
Thursday, June 14 3 – 4 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save, Calais
Thursday, June 14, 3-5 pm

Diabetic Support Group
Eastport Health Care Clinic
Monday, June 11, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, June 21, 11 am-1pm

Diabetic Support Group
CRH Health Services Building
"Old Facility"
Wednesday, June 20, 6 pm

Auxiliary News by Muriel MacArthur

CRH Auxiliary members and volunteers were invited to a delicious dinner at the Downeast Heritage Center catered by the Princeton Rod and Gun Club with Dale Speed and his helpers. It was very much appreciated by all.

On May 10 Baby Day was held at the Methodist Fellowship Hall with many beautiful and handsome babies attending with their parents and grandparents. Many pictures were taken and each baby received a very useful baby packet.

The next meeting of the Auxiliary will be June 4 at the Nook and Cranny Restaurant (formerly known as Carl's) at 5:30 p.m. This will be our last meeting until September. We will also be having a 1lb auction. If you plan to attend, please let Irene Moreside know so she will be able to plan on the accurate number. We hope to have a lot of fun.

This years scholarship recipients are Miss Stephanie Perry of Calais and Miss Janelle Dianne Jundt of Woodland who are both pursuing medical careers in the fall.

Seniority by Carla McCann

April Breakfast Club winners were Floyd McGlinchey, Irma Howbrigg and Bill Caswell. The Breakfast Club meets the last Wednesday of the month at the Wickachee Restaurant in Calais.

There will be a glucose and cholesterol screening on Thursday, June 14 in the CRH classrooms at 8 a.m. Don't forget to fast for 12 hours. Call to register.

Seniority is taking a day trip to Kingsbrae Gardens in St. Andrews on Tuesday, June 5 at 9 a.m. The fee is \$7.50 and funds and we will join for lunch after the tour. Call to sign up. We will car pool.

JOB OPPORTUNITIES

Rehabilitative Services

Physical Therapists full time

Nursing

RN ED full time & part time all shifts

Nursing Svc Manager full time

RN Inpatient Unit full time

Per diem, Obstetrics, all shifts

Apply: Applications available from switch-board or on line @ www.calaishospital.com

This newsletter is published monthly by the community relations department. CRH is an equal opportunity provider.