

# CareLetter

Calais Regional Hospital  
24 Hospital Lane Calais, Maine 04619

## **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 and honesty, integrity and ethical behavior. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.*

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June 27, 2007

## **Medical Practices Receive National Award**

Calais Regional Medical Services (CRMS) orthopedic and surgical physician practices received a national award for 2006 patient satisfaction scores. Avatar International Inc., a leader in measuring customer expectations in healthcare, presented CRMS with the Five Star Service Award in May. CRMS' scores were among the highest in the nation for physician practices.

In making the announcement, Dr. Michael Everet, Avatar Founder and CEO said, "All medical centers in the U.S. expend significant energy improving the quality of care and the patient experience. Given such competition, the CRMS physician office staff are to be applauded for being a top performer for physician offices in the United States." Ray H. Davis Jr., CRH CEO, acknowledged, "this recognition is a credit to all of the staff that work in the orthopedic and surgery practices. The people that make this possible are the ones who meet and interact with the patients every day."

CRMS is owned and operated by Calais Regional Hospital. As part of the CRH family, the physician practices were added to the patient surveying process in 2004. The remaining area of CRMS, the Rural Health Clinic, will be incorporated into the Avatar patient survey process by July of this year. The Rural Health Clinic incorporates the specialities of Internal Medicine, Family Practice, Pediatrics and OB/GYN services.

Patient surveys are a source of feedback that identifies both excellence in care as well as opportunities for improvement. DeeDee Travis, CRH Community Relations and Development Director stated, "Through the patient survey process, we understand patients' expectations for service quality. Our surveys are very important to our hospital and physician practices to help us understand, monitor, and exceed our patients' expectations. For this reason we encourage all of our patients to complete and return any surveys they receive related to care provided at CRH or affiliated

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*Staff of the CRMS Surgery & Orthopedic offices were honored at a luncheon by CEO Ray Davis, Jr. for their stellar performance in 2006.*

## CRH Employees Participate in Relay For Life

An outstanding job done by this year's participants. Twenty-four walkers for the CRH team brought in more than \$2700 and were among the top three teams in money raised for the Relay for Life walk-a-thon.



Thanks to all participants and to Anita Flagg, Carla McCann, Terry Brownlee, Donna Descoteaux, Jeff Doten and Stacey Doten for all their help. Also to the Events Committee and to CRH for their donations of food, drinks and paper products.  
Judy Thornton  
Team Leader



Anita Flagg, Judy Thornton  
and Kathy Goodine

## Fall in love (or at least like it) with your job

Does your job feel like unrewarding drudgery with no relief in sight? It may be so, but with jobs at a premium these days it's best to look on the bright side of even the most unrewarding job. Here are some ways to find fulfillment and be a better employee in the process. Who knows, you may even learn to like your job!

- **Do what others won't.** For example, volunteer to take the minutes of your next meeting. It lets you expand on items of interest to you and helps shape follow-up actions. Besides, you can't fall asleep when you know you have to take good notes.
- **Don't abuse your manager's availability.** Try to solve your problems on your own first, then approach your supervisor with possible solutions when he or she has time to talk.
- **Do overstep your bounds.** It's better to seize authority than to ask meekly for it. If you take a proactive lead on looking out for the best interests of your organization, you'll be given even greater leeway.
- **Realize no one assumes you're brilliant.** Everyone's busy with their own concerns, so you need to create the energy for your ideas by talking them up, asking for opinions, involving others, and seeking support.

## Handbook Policy Refresher

### PUNCTUALITY

Punctuality is important for the efficient and smooth operation of the Hospital and to determine a person's desirability as an employee. Employees are expected to report on and off duty as scheduled, and not be absent from work more than once in two months. Employees expecting to be unavoidably detained shall notify their supervisor as early as possible, stating the time they expect to arrive. Excessive tardiness will result in disciplinary action and may be grounds for termination.

## International Festival Events

The Peanut Fair, sponsored by the Calais PTA and Calais Regional Hospital, has a new location at the Calais Elementary School Thursday, August 9 from 4-7 p.m. Forest Woodruff has again volunteered to coordinate the Doll Hospital which takes place at the Fair.

If you would like to help at the Peanut Fair, call community relations at 454-7521 ext. 227. To help at the Doll Hospital, call Forest at 454-7521, ext. 208.



## Employee News

**C**ongratulations to Trudy Gillespie, Ward Clerk per diem who has changed status to Graduate Nurse (GN) full time ED.

The following nurses who graduated in May from the NMCC RN program joined CRH: Wanda Smith, GN, Alexander, IP & OB full time; Kristin Smith, GN, Calais, IP & Special Care full time; Crystal Seavey, GN, Princeton, IP & OB full time; Lee Seelye, GN, Baileyville, ED full time; Terri Covey, GN, Princeton, IP & Special Care per diem; and Maureen Pike, GN, Baileyville, IP & Special Care per diem.

Welcome to Kim Wallace, Baileyville, Medical Assistant CRMS St Croix, full time; Cherry Paradero, RN Belfast IP & OB full time; Patricia Wentworth, RN, ED part time; Eileen Parker, RN, Maine, Nursing Service Manager nights, temporary; and Mindy Smith RTE, Eastport, Radiology full time.

Julia Brilllott, RT, per diem has changed status to part time.

Congratulations to Mellissa Kenney on her new baby girl Karagan Sue Kenney born May 4, weighing 7 lbs 6 oz. and 20.5" long.

Sorry to see you go to Sonya Carter, MA, CRMS who is relocating.

Students: Abigail Rubin, a third year student at UNE College of Osteopathic Medicine, is doing a Rural Medicine rotation with Dr Wilkinson this month. Nicole Ziel job shadowed with Dietitian Mona Van Wart in Food and Nutrition Services at CRH. She is a graduate of St Stephen High School and is studying toward a degree in Dietitian. Stephanie Olsson of Baring will be doing an internship at CRH this summer. Stephanie is a graduate of Calais High School and a third year bachelor of science in the nursing program at Husson College in Bangor.

### Medical Practice Award

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organizations.

Started in 1981, Avatar has earned its reputation as one of the leading quality improvement firms in the world. As such, Avatar has assisted more U.S. National Baldrige Quality Award winners than any other patient survey company. Today, Avatar's patient survey process is recognized as one of the top in the United States.



**T**he winner from the Above and Beyond nominations for the month of May was Fran Holst RN on the Inpatient Care Unit.

To recognize someone through the Above and Beyond program, simply complete a recognition card that can be found in the front lobby, cafeteria, Inpatient Care Unit or employee lounge and submit it to community relations.

## Kudos Korner



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

- ◆ To Bob Mealey who earned national certification in propane gas appliance service.
- ◆ CRMS Surgical Services & Orthopedics offices for their five star service award.

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

## Life safety program

**W**inners of the drawing at the life safety program put on by Cody Stow; were Diane King, fire extinguisher, Kandis Davis, first aid kit and Karen Davis, smoke detector. There was great participation by all!



## COMPLIANCE

### PRIVACY VIOLATIONS

CRH is committed to protecting patient information. There is a process at CRH to report violations. Employees are obligated to do so. Complaints are investigated promptly and appropriate action is taken. There are several ways concerns can be expressed.

- 1) Contact any supervisor
- 2) Follow the Compliments & Complaints Policy posted throughout the hospital
- 3) Contact the privacy officer or compliance officer in person or anonymously.
- 4) Call the confidential CRH ValuesLine at 1-800-273-8452

# Congratulations to the following graduates:

## College

**Richard Ahumada**, son of Dr. Carlos Ahumada, graduated from Oak Grove Lutheran, Fargo ND.

**John Ames**, son of Jane Ames, graduated from UNB Fredericton N.B.

**Michael Bodkin**, son of Kathleen Byron and Mike Bodkin, graduated from University of Maine at Farmington.

**Shireen Brazier**, daughter of Teresa & Cressey Brazier, graduated from University of Oregon Law School.

**Melissa Brilllott**, daughter-in-law of Dave Brilllott and Julia Brilllott, graduated from University of Maine in Orono.

**Karen Davis**, graduated from University of Maine at Orono, with a Master of Science Degree family nurse practitioner.

**Teena Dominie**, graduated from UNB Fredericton N.B. with a Masters of Nursing Degree family nurse practitioner.

**Trevor M. Flood**, grandson of Teresa MacLean, graduated from the University of Maine at Machias.

**Anne Marie Kessler** daughter of Dr. Mike Kessler, graduated from St. John's College, Santa Fe New Mexico.

**Trudy Newcomb**, sister-in-law of Dolly Newcomb, graduated from University of Maine Orono.

**Christopher Osgood** brother of Cheryl Trader, graduated from University of Maine Orono.

**Rachel Reynolds**, daughter of Pam Reynolds, graduated from Roger Williams University.

**Candace Robichaud**, graduated from WCCC Community College, Associate of Science in Medical Assisting.

## High School

**Jessica Brown**, daughter of Diane Brown, graduated from Calais High School.

**Tiffany Carson**, daughter of Shelly & Mike Bodkin, graduated from Calais High School.

**Mitchell Dicenzo**, son of Beth Dicenzo, graduated from Calais High School.

**Seth Edgerly**, nephew of Lisa Edgerly, graduated from Woodland High School.

**Nicholas Harmon**, son of Kathy Arbo, graduated from Calais High School.

**Zachary Johnson**, nephew of Ivie Avery, graduated from Calais High School.

**Jenelle Jundt**, daughter of Carla Jundt, graduated from Woodland High School.

**Rebecca Leavitt**, granddaughter of Eileen Leavitt, graduated from Calais High School.

**Charlie Lindsay**, nephew of Patty Lindsay, graduated from St. Stephen High School.

**Mia Eileen Metell**, daughter of Carol McElarney, graduated from Washington Academy.

**Christopher Newman**, son of Sheila Denbow, graduated from Shead High School.

**Scott Pottle**, grandson of Emma Kneeland and nephew of Mike Turner, graduated from Calais High School.

**Haley Richardson**, daughter of Shirley Richardson, graduated from Shead High School.

## Junior High/Grade School

**Rachael Atkinson**, daughter of Allison Atkinson, graduated from St. Stephen Middle School.

**Jarrod Boone**, nephew of Billi-Jo Boone, graduated from Sedomocha Middle School.

**Shannon Brown**, daughter of Diane Brown, graduated from Calais Middle School.

**Alex Doten**, son of Jeff & Stacey Doten, graduated from Calais Middle School.

**Jeffrey Leblanc**, nephew of Patty Lindsay, graduated from St. Stephen Middle School.

**Lindsay Royer**, daughter of Melissa Royer, graduated from Calais Middle School.

## Elementary School

**John Michael Bridges Jr.**, son of Kim Bridges graduated from Milltown Elementary School.

**Taylor James**, granddaughter of Kathy Irving, graduated from Princeton Elementary School.

**Amy Stevens**, daughter of Joan Stevens, graduated from Pembroke Elementary School.

## Preschool

**Adam C. Barnard**, grandson of Mary Barnard, graduated from Calais Elementary Pre-Kindergarden School.

**Mitchell Hinman**, grandson of Barbie Clark, graduated from Little Folks Preschool.



## Meet Our New Family Nurse Practitioner!

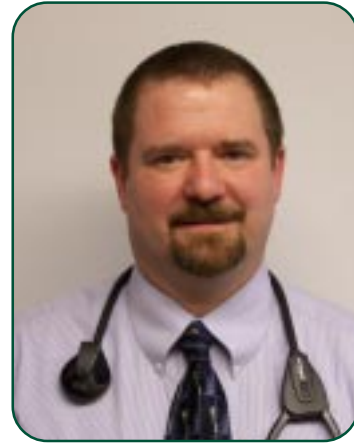
Calais Regional Medical Services (CRMS) Rural Health Clinic is pleased to welcome its second Family Nurse Practitioner to the practice. Christopher Scalabrin, FNP joined the practice in May. Before coming to Calais, Chris had been providing assessment, diagnosis, evaluation and treatment to patients at the Alice Peck Day Memorial Hospital Emergency Department and Immediate Care Center in Lebanon, NH; first as a Registered Nurse and then as a Family Nurse Practitioner. Chris' experience will round out the continuum of care we offer our patients, expanding their options in health care.

Chris Scalabrin, FNP holds a Masters of Science/Family Nurse Practitioner degree from the University of New Hampshire Graduate School of Nursing as well as a Bachelor of Science in Nursing degree from Dominican College in NY and a Bachelor of Arts from Rutgers University.

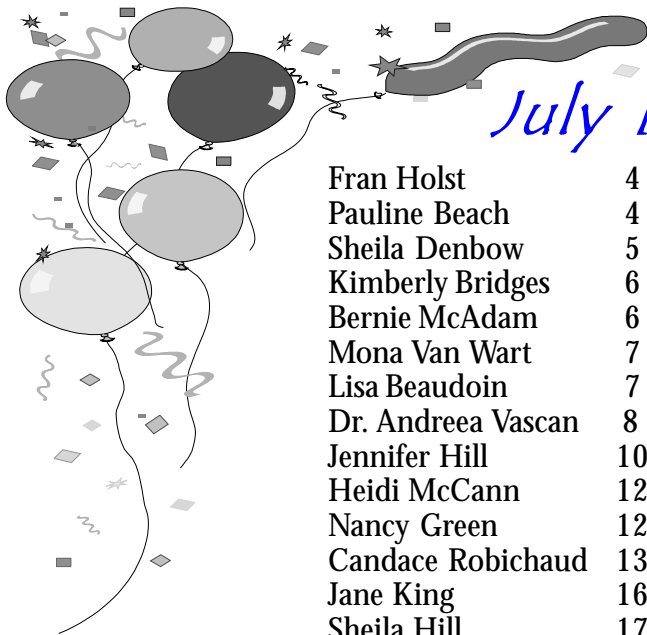
Mr. Scalabrin will not replace patients' options with physicians at the CRMS Rural Health Clinic, but expand their access to immediate health care. While he will be carrying his own patient load for those who prefer the greater amount of time that a Nurse Practitioner is able to devote to their patients, he will also serve as "back up" for CRMS' physicians, whose schedules can sometimes get heavy during peak periods of illness. Chris will also be helping out in the CRMS' orthopedic practice. "I look forward to helping people and being an asset to the CRMS practices," states Chris.

Chris and his family – wife, Piper and four children ages 17, 15, 8 & 6 relocated to St. Andrews, N.B. from New Hampshire. Chris explains that his wife's family has owned a vacation home in St. Andrews since she was a child. After marriage and children, she continued the tradition of vacationing in St. Andrews and really wanted to live in the area permanently. So, last September she and the children relocated and Chris followed shortly after fulfilling his obligation with his last employer. Mrs. Scalabrin was a school nurse in NH, and is now working at Charlotte County Hospital. The children are settled into school and have new friends and routines. The family is very pleased with their new life. They are excited to get more familiar with the area and have met lots of great people – on both sides of the border.

If you would like to meet Chris, or schedule an appointment, contact CRMS at 454-8195.



Chris Scalabrin, FNP



## July Birthdays

Fran Holst	4	Louise Lowe	17
Pauline Beach	4	Donna Mills	17
Sheila Denbow	5	Richard Hickson	18
Kimberly Bridges	6	Kristi Saunders	19
Bernie McAdam	6	Debra Sutherland	19
Mona Van Wart	7	Debora Kinney	20
Lisa Beaudoin	7	Nicole Leeman	20
Dr. Andreea Vascan	8	Mary Barnard	27
Jennifer Hill	10	Andrea Driscoll	27
Heidi McCann	12	Teresa Cousins	28
Nancy Green	12	Dolly Newcomb	28
Candace Robichaud	13	Heather Rambjor	29
Jane King	16	Robert Mealey	30
Sheila Hill	17		

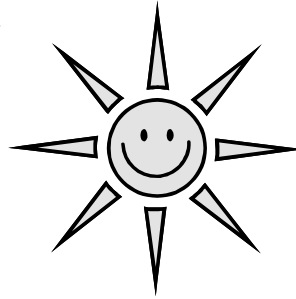
**Auxiliary News** by Muriel MacArthur

CRH Auxiliary met on June 4 at the Nook and Cranny Restaurant with twenty two members present. A delicious dinner was enjoyed by all. After dinner a short business meeting was held. The two recipients of the Auxiliary scholarships were Stephanie Perry of Calais and Jenelle Jundt of Baileyville. After the business meeting a one pound auction was held. A good time was had by all.

Plans were made for our second donation day which will be held on Thursday, October 18. Three pies are to be made by Irene Moreside, Molly McArthur and Jean Leach.

Our next meeting will be on Monday, October 1 at 6 pm with a potluck dinner. Come and join us.

Everyone have a great summer see you in the fall.



**Seniority** by Carla McCann

May Breakfast Club winners were Irene Moreside, Mae Berry and John Tenters. After breakfast we joined for a walk along the Waterfront Walkway.

We are having our annual Ice Cream Social in the CRH Classrooms on Tuesday, July 17 at 1 p.m. to celebrate National Ice Cream Month. Dr. Bob Chagrasulis will give a presentation on his 2007 trip to the Dominican Republic humanitarian medical mission.

The Breakfast Club meets again July 26 at the Wickachee Restaurant at 7:15 a.m. Set the alarm and come join us.

**Schedule of Events**

Free Blood Pressure Clinic  
Woodland Manor  
Tuesday, July 3, 9-11 a.m.

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, July 6, 3 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, July 9, 6 p.m.

Free Blood Pressure Clinic  
Paradis Shop N' Save, Calais  
Thursday, July 12, 3-5 p.m.

Encore Plus  
Mona Van Wart's office at CRH  
Thursday, July 12, 3 - 4 p.m.

Seniority Ice Cream Social  
CRH Classroom  
Tuesday, July 17, 1 p.m.

Diabetic Support Group  
CRH Health Services Building  
"Old Facility"  
Wednesday, July 18, 6 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, July 19, 11 a.m. - 1 p.m.

Seniority Breakfast Club  
Wickachee Restaurant, Calais  
Wednesday, July 25, 7:15 a.m.

**JOB OPPORTUNITIES**

**Nursing**

Nursing Service Manager full time

**Rehabilitative Services**

Physical Therapist full time

**Enviromental Services**

Housekeeping, part time

**Apply:** Applications available from switchboard or on line @ [www.calaishospital.com](http://www.calaishospital.com)

*This newsletter is published monthly by the community relations department.*

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