



### Inside This Issue

Human Patient Simulator ..... p 2

Medicare Patient Message ..... p 3

Pack It Light, Wear It Right... p 4

Flu Shot ..... p 6

National Hospice Month..... p 7

Healthy Communities ..... p 8

Seniority BBQ ..... p 10

Message to Seniority ..... p 11

Schedule of Events ..... p 11

Quilt Pink Event ..... p 12

*A Better Life,  
A Better Way*

## Mammography Program Received a Perfect Inspection

Recently, the Calais Regional Hospital Mammography Program received a perfect inspection from the Food and Drug Administration in compliance with the Mammography Quality Standards Act. Under this act, all mammography facilities across the country undergo annual inspections and meet uniform quality standards by following guidelines for equipment, personnel and reporting. Since



*Pictured above are some of the radiology staff during a celebration of the success of the Mammography Program. (l to r) Ivie Avery, Secretary; Bonny Beausoleil, RTRM; Dana Davidson, RT, Director of Radiology; Sharon Goding, RTRM; Julia Brilllott, RTRM.*

the yearly inspections began in 1994, CRH has always passed with 100% compliance. "This community can be proud to have a mammography department that exemplifies quality," stated Ray Davis, Jr., CRH CEO.

"There is more to providing a mammogram than most people realize," states Dana Davidson, RT, Director of Radiology. "There is a lot of work going on behind the scenes to keep a Mammography Program running properly." Bonny Beausoleil, RTRM is the mammography quality control technologist and coordinator who is responsible for seeing that the very strict guidelines set forth by the state and federal government are followed. This most recent official inspection report

*continued on page 5*

# CRH Staff Train with Human Patient Simulator

Calais Regional Hospital emergency staff and local EMS staff took part in medical training provided through Life Flight in October. Participants had the opportunity to practice trauma codes and emergency medical care on a human patient simulator (HPS). A mannequin, referred to as Stan, has been installed in an RV, creating a large mobile emergency room that was stationed at CRH October 3-5. This mobile



*Calais Regional Hospital was the site of emergency medical care training for CRH emergency and local EMS staff on Oct. 3 and 4. Above, the mannequin patient “Stan” is attended to by (l to r) Alicea Earle, CRH RN; Rick Simpson, Instructor; and Louise Lowe, CRH RN.*

unit allows the training to come to healthcare providers who might otherwise be faced with barriers of distance for training opportunities or the inability to be away from the community at regular intervals for training. With the mobile HPS, Calais Regional and other area medical providers were able to receive training right at home and together as a team.

The HPS mannequin simulates complex medical and traumatic problems over and over again, offering medical personnel an opportunity to test and practice their reactions and skills. The mannequin speaks and breathes, blinks and reacts to light, has a heartbeat and a pulse, bleeds and can accurately mirror human responses to such procedures as CPR, IV medication, intubation, ventilation and catheterization - all through the use of computers.

“At CRH we believe in continuous training and education for our staff, which is why we provide thousands of hours of staff education each year,” states Nancy Feiner, Emergency Nurse Manager. “The mobile unit allowed our staff the opportunity to train as a team for critical situations with our friends from Life Flight.”

The project is a partnership of the LifeFlight Foundation, the Maine Department of Public Safety, Maine EMS and the Maine Health Access Foundation. The Human Patient Simulator travels to all of Maine’s hospitals throughout the year.

## Statement of Purpose

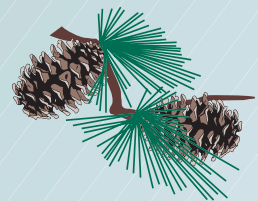
*Calais Regional Hospital exists to provide and plan patient care, educational and restorative services that meet our customer’s expectations, commensurate with available resources.*

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



# An Important Message for Medicare Patients

Many Medicare beneficiaries across the country have been surprised by bills from hospitals for medications received while a patient at the hospital. Any drugs that may be administered by the patient are considered self-administered and non-covered by Medicare when the services are provided in an observation, emergency, short stay surgery, or other outpatient area or status. Examples would be medications by mouth, eye ointments, creams, insulin etc.



In the past, many hospitals, including Calais Regional, removed the charges and did not bill Medicare or the patient for the medications. However, CMS regulations say that this practice is not correct. To simply remove the charges could be considered an inducement to beneficiaries and therefore should not be done. Hospitals are left with no choice but to bill the patient.

Upon first glance it would seem easy for a Medicare beneficiary to be able to determine when the hospital medications are covered and when they are not. If you are outpatient, medications are not covered, but during an “inpatient” hospital stay medications are payable by Medicare because they are not considered self-administered. Easy, right? Well, not quite. The difficulty for a lot of patients, and especially some senior citizens, is they don’t realize that inpatient does not automatically mean staying overnight. A patient can be kept up to 48 hours and be an observation status, which is outpatient according to Medicare. And it is not just a simple – “well list the patient as inpatient,” – Medicare, as do all insurances, has very specific criteria and rules that have to be met before a patient could be considered an inpatient.

In some instances, a patient may be able to use their own medications while an outpatient. However, in the case of an emergency visit, many patients do not come prepared with all of their medications.

Calais Regional Hospital has been working hard to educate our Medicare patients, as well as, our local government representatives about this problem. Calais Regional has developed a brochure on this subject to provide to Medicare patients in both the physician offices and at the hospital when they are receiving services.

“Another issue for patients is, the fact that the bill for the same medications you take at home may be significantly higher because the hospital charge, includes considerable overhead costs, including pharmacist’s review, preparation and nurses’ costs,” stated Kathy Irving, CRH Patient Accounts Director. For most patients, these unexpected and sometimes high bills are a definite strain on a segment of the population that lives on a fixed income.

“We’ve had situations where people are surprised with a bill because they have not completely read their Medicare booklet,” adds Irving. “This is not unusual to CRH. It’s a nationwide coverage issue. It’s an issue with Medicare.”

# CRH Occupational Therapists Advise Elementary Students to “Pack it Light, Wear it Right”

September 19 is National School Backpack Awareness Day. Each year over 5,000 school children go to emergency rooms because of injuries related to over-weighted backpacks and in a recent study 60% of school age children reported chronic back pain related to heavy backpacks. Occupational therapists recommend that a student’s backpack weigh no more than 15% of their body weight.

On September 19 Calais Regional Hospital occupational therapists weighed in backpacks at Calais Elementary School for grades 1 - 6 to make sure students are not carrying too much. Occupational therapists, Katie Ramey and Katie Michie, advised students to “Pack it Right, Wear it Light!” to prevent injury.

“Occupational therapists work with children in schools across the nation and see the effects of heavy backpacks first hand,” stated Shirley Reed, PT, Director of Rehabilitation Services at CRH. “Katie and Katie wanted to use this day to educate not only teachers and parents, but the children themselves on the proper way to pack and wear their backpacks to prevent injury and strain.”

The following are guidelines for loading and wearing backpacks the right way to avoid health problems: Never let a child carry more than 15% of his/her body weight. Load heaviest items closest to the back. Arrange books and materials so they don’t slide around. Both shoulder straps should be worn and also be well padded. Adjust the shoulder straps so that the pack fits snugly to the child’s back. Wear the waist belt if the backpack has one. The bottom of the backpack should rest in the curve of the lower back and should never rest more than four inches below the child’s waistline.

For more information on National Backpack Awareness Day or other occupation therapy issues, contact Katie Ramey, OT or Katie Michie, OT at 454-2544.



*Katie Ramey, OT (l) and Katie Michie, OT (r) weighed Calais Elementary School students and their backpacks and advised on proper wearing.*





**October is National Breast Cancer Awareness Month. More and more women are getting mammograms to detect breast cancer in its earliest stages. As a result, breast cancer deaths are on the decline. Encourage the women in your life to get mammograms on a regular basis. For more information, call Calais Regional Hospital at 454-9226.**

*Mammography Inspection continued from page 1*

included the following comments from the State inspector: “Records were well maintained and organized making the inspection much less tedious and time consuming. Running a quality mammography department and meeting the requirements of the ACR and MQSA is not an easy task. Ms. Beausoleil is to be commended on an exceptional mammography program.”

**Encourage the women in your life to get mammograms on a regular basis.**

One out of every eight women will develop breast cancer in her lifetime. Breast cancer is the second leading cause of cancer deaths in U.S. women, responsible for about 40,000 deaths each year. In addition, 1,700 new cases of breast cancer in males were diagnosed in the year 2006.

The technologists in the Radiology Department at Calais Regional Hospital are dedicated to providing access to timely, high quality screening and diagnostic services to detect breast cancer at the earliest stages. Clinical data shows that women diagnosed with early-stage breast cancers are less likely to die from the disease than those diagnosed with advanced stages of the disease. Mammography has been shown both to detect cancer at an earlier stage and to reduce the likelihood of death from breast cancer.

Bonny has coordinated the mammography program at CRH for 19 years. In addition to conducting mammograms, Bonny maintains documentation needed on all staff, including proper training, initial certification, State licensing, continuing education and a specific number of mammograms read or performed by all staff. All of the five technologists at CRH have also passed the Advanced Registry in Mammographers certification.

Bonny, along with the dedicated imaging staff at CRH, perform mammography quality control testing and maintain quality assurance records. These tests are conducted daily, weekly, monthly, quarterly and semi-annually in addition to annual testing by a physicist, all of which must be well-documented for the yearly FDA inspection.

Also part of the Mammography Program is a medical outcome audit. Radiology staff send all patients a letter with basic results from their mammogram and instructions to see their physician if further follow-up is needed. All patients that have positive findings in their mammogram are tracked. Staff work closely with physician offices to ensure follow-up orders are completed.

Calais Regional Hospital continuously strives toward excellence when it comes to patient satisfaction and health care. Our Mammography Technologists exemplify this level of excellence.

# Should I Get a Flu Shot?

This is the question many people ask themselves at the beginning of every flu season. For most people it's probably a good idea to get a flu shot, especially if you are at high risk for complications of the flu or if you are in close contact with someone in that category. Many people

*If you have flu like symptoms, please limit your contact whenever possible with other people.*

believe the myth that the flu shot can actually give you the flu. The flu shot contains virus that are killed (inactivated) so you cannot get the flu from a flu shot. However, those dead viruses are enough to get your body's immune system ready

to fight off the real flu. Stacey Doten CPHQ, Director of Quality Management at CRH explains, "The flu shot contains specific virus strains. How effective the flu shot is for you will depend on the strain of flu you get."

The flu is a virus that is spread from person to person, usually through coughing and sneezing of infected persons. Mrs. Doten states, "It's important to cover your mouth with a tissue when you cough or sneeze and observe good hand washing practices. This is especially true in schools, dormitories and institutional settings such as hospitals, nursing homes, residential care and day care settings." The incubation period for influenza is usually 1-4 days. Adults are typically infectious from the day before symptoms begin through approximately 5 days after. Children can be infectious and shed flu virus up to 6 days before the onset of symptoms through 10 days after. Uncomplicated flu may have an abrupt onset of respiratory signs and symptoms which could include fever, headache, tiredness, nonproductive cough, sore throat, and runny nose. With children, these symptoms can also include ear infection, nausea and vomiting. Mrs. Doten added, "It is sometimes difficult to determine if the respiratory illness is caused by influenza or other respiratory bacteria, such as pneumonia, on the basis of symptoms alone."

Contact your healthcare provider to inquire about a flu vaccine or check with your employer to see if a flu clinic has been scheduled. Calais Regional Hospital conducts many flu clinics at businesses in our area. You may also contact the CRH Community Education Director, Shelly Bodkin, RN at 454-7608 for information on how to get a flu shot.

In closing, Mrs. Doten added that during the periods of peak flu season, if you have flu like symptoms, it is best to limit your contact whenever possible with other people who are at high risk: family in the hospital, nursing homes, long-term care facilities, those who have chronic heart or lung conditions, women who will be pregnant during the flu season and children 6-23 months of age.



## While at home recovering from the flu, you should:

- Get lots of rest
- Drink plenty of fluids like water, fruit juices and clear soups
- Avoid tobacco and alcohol
- Use a humidifier to help ease a dry cough

# Down East Hospice Honors National Hospice Month

## 'Celebrate Life – Light a Candle'

In honor of the nation's hospice professionals and volunteers, Down East Hospice during the month of November will join more than 3,100 hospice providers throughout the United States to honor National Hospice month. The month-long celebration not only pays tribute to hospice volunteers who are dedicated to providing physical, spiritual, and emotional support to terminally ill patients, it also serves as a means of increasing public awareness about choices in end-of-life care that are available in the community.

"All too often people facing terminal illness don't know where to turn for comfort and support," said Barbara Barnett, director of Down East Hospice Volunteers. "Through this celebration, our goal is to let people know about the cost free, supportive and compassionate services that Down East Hospice volunteers can provide."

During National Hospice Month, Down East Hospice will be doing outreach in the community. If you would like us to come and speak at your church, organization, school or business, please let us know. Come by and see our displays, pick up a poem and a candle. Our theme is, '**Celebrate Life – Light a Candle.**' Join us in **Celebrating Life** not just during National Hospice Month, but every moment of every day.

Down East Hospice was founded in 1981. We are an all-volunteer, non-profit program licensed by the state of Maine, serving residents of Washington County. Costs for services are met by membership, donations, grants and fundraisers. Support services are provided to the terminally ill and their caregivers, as well as to those who are experiencing grief.

Some thoughts from Hospice recipients –

"We don't know what we would have done without you. Your organization was truly a blessing."

"Each volunteer was kind, compassionate and very helpful to us."

"The services we had will always be cherished by me."

We have just completed our 2007 Fall training for new volunteers. Think about becoming a Down East Hospice volunteer – for information call 454-7521 ext. 126 or e-mail [downeasthospice@yahoo.com](mailto:downeasthospice@yahoo.com)



*Down East Hospice serves Washington County residents with its many dedicated volunteers. Above, Walter and Ruth Lyons with their Hospice volunteer June Archer-Gillespie (center) at the Lyons' 60th wedding anniversary celebration.*

# ST. CROIX VALLEY HEALTHY COMMUNITIES

Partnership with Local Communities for a Tobacco Free Maine

A Community Partner of Calais Regional Hospital

## SCVHC and WQDY Team Up Again for Turkey-a-Thon 2007

With a low food inventory expected at the area food pantries again this season, St. Croix Valley Healthy Communities and WQDY Classic Hits radio will work together to provide healthy meals for those in need.

Radio ads will run all season on the local classic hit station encouraging community members to donate to the food pantries. And on Friday, November 2, WQDY will host a live remote in downtown Calais and ask local residents to purchase a turkey for the pantry recipients.

The response last year was so great that St. Croix Valley Healthy Communities and WQDY/WCRQ have decided to expand the project this year to include Machias, Milbridge, Woodland and Eastport. "This will help us to include more of the local food pantries as they supply holiday turkeys to needy families in their service areas," said co-organizer WQDY ad manager, Jeff Demmons.

"Our goal this year is to fill all food pantries," said Billie Jo Ham, SCVHC Director. "We don't want families to have to choose between food and fuel or between food and medicine," Demmons added.

The drop off locations for turkey checks in Eastport, Calais, Baileyville, Machias and Milbridge will be announced on WQDY radio. You can use the certificate printed below and drop it off with your check. The cost per turkey is \$12. WQDY staff will deliver the turkeys to the local pantries. This year, SCVHC or WQDY will accept checks made out to CASH and then purchase the turkeys from the nearest participating grocery store.

Updates and names of turkey donators will be given throughout the day via the FM radio waves. Demmons and co-organizer Billie Jo Ham, Project Director for St. Croix Valley Healthy Communities will be challenging those at the various drops off locations as well as area businesses, banks, civic organizations, to donate the most turkeys.



*Charlie Dix and Jeff Demmons above at the food drive conducted with SCVHC in October. Look for the crew in various locations on November 2 to donate a turkey to our local food pantries.*



## Turkey-A-Thon 2007

Purchased by: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Thank you for your participation. A turkey will be distributed to a local food pantry in your honor. Cost is \$12.

## Calais Elementary Start New Salad Bar Program

Food Service Director Angela Foggia coordinated yet another salad bar program for her students. The implementation of a salad bar program at CES provides students and staff with fresh fruits and vegetables every day. All students have the opportunity to participate in the program and Mrs. Foggia said it is going exceptionally well.



*Calais Elementary students enjoy the salad bar that is now available during lunch.*

## TOBACCO MEDICATION VOUCHER PROGRAM:

Many community members have taken advantage of the Partnership for a Tobacco Free Maine (PTM) medication voucher program.

The PTM offers free nicotine patches and nicotine gum for those wishing to quit smoking.

Call The Maine Tobacco Helpline at 1-800-207-1230 for more information or St. Croix Valley Healthy Communities at 454-0761.



## Union 106 After School Program Focuses on Physical Activity and Nutrition

School Union 106 has organized an after school program that focuses on physical activity and nutrition. SCVHC helps to organize the program and acquired more than \$10,000 in grant money to help fund the after school activities. Students in grades K-8 will participate in an after school walking, hiking, snowshoeing and cross country skiing club. They can dance and act, learn to eat healthy, get help with their homework and more. Elementary School Nurse Sue

Clark, member of the Union 106 School Health Advisory Council and Wellness Team, coordinated the after school activities for Calais and staff member Kim McCadden is overseeing the program's implementation. Contact Sue Clark at 454-2000 or Heather Henry at 454-7787 if you would like to volunteer to lead an after school class with the students in School Union 106.

## Great American Smokeout

November 22 is the 32<sup>nd</sup> Annual Great American Smoke Out. We encourage all smokers to take the challenge.

According to the Partnership for a Tobacco Free Maine:

- ➔ Tobacco use kills more Maine people than car accidents, AIDS, murder, suicide and all other drug use combined.
- ➔ Tobacco use costs Mainers over \$5 million every week in direct medical expenses.

Join thousands across the country as they quit smoking one day at a time. If you need help, see the information to the left on the Tobacco medication voucher program and the Maine Tobacco Helpline.

## School Union 106 Health News

The Union 106 School Health Advisory Council has once again created a full action plan for this school year for both staff and students in Calais, Alexander and Robbinston.

Union 106 staff after school programs have been organized to increase physical activity and currently include bowling, tai chi, get strong, get healthy, a walking program, Yoga, and more. Quarterly newsletters to all Union 106 parents promoting wellness activities and health related topics will be sent out, and a staff wellness day will be coordinated in the spring.

# 2007 Seniority BBQ

Seniority enjoyed many events over the last few months. The group has enjoyed an ice cream social, taken a trip to the Machias Blueberry Festival, feasted at the Seniority BBQ and just recently enjoyed a cooking class at Blueberry Points Chef in Perry.



## Message from Carla to Seniority

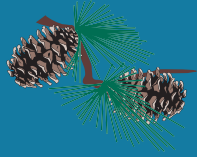
The Holiday season is approaching.

We will be taking a day trip to Saint John, N.B. to the Rhoda's Christmas Festival of Crafts at Harbour Station on Friday, November 16, at 9:30 a.m. We will car pool from CRH. The price of tickets are not available at this time please call for additional information on cost of tickets at 454-7521 ext 165.

On Tuesday, November 27, Dr. Lin will be providing free eye screenings from 12 noon - 5 pm for Seniority members in the CRH clinic. Call me at 454-7521 ext. 165 to make an appointment.

Seniority is having a Christmas Dinner on Thursday, December 6 at 5:00 pm at the Methodist Homes Rec Hall. A place setting will be provided. This will be a catered event. We ask you to bring a non perishable item to donate to the food pantry.

Seniority is a health and leisure membership program dedicated to enhancing the lives of people age 50 and above for the one time enrollment fee of \$20. We now offer online signup opportunities for our different activities and health screenings. Go to [www.calaishospital.com](http://www.calaishospital.com), in the menu listing on the left is a link to our Schedule of Events. You will find the events listed by month. Just click on the event you're interested in attending for further info online.



# Schedule of Events

## November

### Cardiac Rehabilitation Support Group

CRH Classroom  
Friday, November 2, 3 pm

### Free Blood Pressure Clinic

Woodland Manor  
Tuesday, November 6, 9 am

### Free Blood Pressure Clinic

Paradis Shop N' Save  
Thursday, November 8, 10 am

### Encore Plus

Mona Van Wart's office at CRH  
Thursday, November 8, 3-4 pm

### Diabetic Support Group

Eastport Healthcare Clinic  
Monday, November 12, 6 pm

### Free Blood Pressure Clinic

Country View Apts, Pembroke  
Thursday, November 15, 11 am

### Seniority Trip to Saint John

Harbour Station to Rhoda's  
Christmas Festival of Crafts  
Friday, November 16, 9:30 am

### Diabetic Support Group

CRH Health Services Building  
"Old Facility"  
Wednesday, November 21, 6 pm

### Seniority Vision Screening

CRH Clinic  
Tuesday, November 27, 12-4 pm

### Seniority Breakfast Club

Wickachee Restaurant  
Wednesday, November 28, 7:15 am.

### Auxiliary Book Fair

CRH Classroom  
November 28, 11 am - 8 pm  
November 29, 7 am - 1 pm

## December

### Free Blood Pressure Clinic

Woodland Manor  
Tuesday, December 4, 9 am

### Cardiac Rehabilitation Support Group

CRH Classroom  
Friday, December 7, 3 pm

### Free Blood Pressure Clinic

Paradis Shop N' Save  
Thursday, December 13, 10 am

### Encore Plus

Mona Van Wart's office at CRH  
Thursday, December 13, 3-4 pm

### Seniority Christmas Dinner

Thursday, December 6, 5 pm  
Methodist Homes Rec Hall  
Non Perishable Food Pantry Item

### Free Blood Pressure Clinic

Country View Apts, Pembroke  
Thursday, December 20, 11 am

### Seniority Breakfast Club

Wickachee Restaurant  
Wednesday, December 26, 7:15 am



# Quilt Pink Event

On October 3, 2007, quilters—young and old, novice and experienced—converged on the Calais Regional Hospital classroom to take part in the 2007 Quilt Pink event. Quilt Pink is a national effort by American Patchwork & Quilting to raise money for breast cancer research. People across the country take part at these events by making a quilt block, which is then stitched together with other blocks into a finished quilt. The quilts will be auctioned off online with the proceeds going to the Susan G. Komen Foundation for Breast Cancer Research.



*Julia Brilliot (l) of the CRH Radiology Department completed a quilt block with the help of Liz Trouant (r) of the St. Croix International Quilters Guild.*



## Avoid Holiday Meltdown

The holidays always put the heat on, so allow us to offer a few strategies for keeping your cool and your sanity.

As much as possible, maintain your familiar routine. Make to-do lists (and prioritize). Delegate responsibilities. Schedule “together time” with your spouse.

And while you’re taking care of everyone else, take care of yourself. Make time for things you enjoy (even if it’s just a long walk or a bath). To find out more, talk to our healthcare specialists. Learn how to avoid the rush.

DeeDee Travis  
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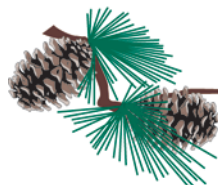
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The Newsletter is published for the benefit of the communities we serve. For more information about this newsletter, to make suggestions for articles in future issues or for information about the Hospital in general, contact the Community Relations Office at: 454-9248, [community@calaishospital.org](mailto:community@calaishospital.org) or write to us at 24 Hospital Lane, Calais, Maine 04619.

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