

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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Volume XVI, No. 9
October 24, 2007

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, mammography facilities across the country undergo annual inspections and meet uniform quality standards by following guidelines for equipment, personnel and reporting.

Since 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 H. 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 Chief Technologist of Womens Health, responsible for seeing that the very strict guidelines set forth by the state and federal government are followed. The most recent official inspection report 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."

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



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 Brilliot, RTRM.

Treebute to Life

The annual Treebute to Life program begins November 12, 2007. A donation of five dollars places a ribbon in memory of, in honor of, in appreciation of, or in celebration of a person or life event of special significance to you. Personalized ribbons are displayed on a tree in the CRH lobby with your designated name or event. Donations are listed in the CRH annual report by donor and the tributed person or event.



At your request, a letter will be sent to acknowledge your donation to the person of your choice. In January the ribbons may be picked up as keepsakes or to be used as bookmarks.

All donations to the Treebute to Life program benefit the CRH Annual Fund. Forms will be in the lobby November 12, 2007.

Thank you Notes

We would like to thank everyone for the cards, donations, concern and support that we received. It was greatly appreciated.

The McCann Family

Reimbursement Accounts for 2008

You may be missing tax savings you are entitled to. November is Open Enrollment for Medical and Dependent Care Reimbursement Accounts. Employees can set aside pre-tax dollars for non-reimbursable medical expenses, i.e., prescriptions, dental visits, eye glasses, etc., as well as for child or dependent care expenses. Forms will be distributed in payroll checks on October 24 and are due in HR no later than November 30.

Kudos  *Korner*

Kudos go out to the following CRH family members...

- ◆ To the Radiology Department for a successful Mammography Inspection

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

Blood Drive

The blood drive held at CRH on October 2 produced 49 units of blood.

Thanks to the following volunteers who helped make this drive a success: Linda Gralenski, Cheryl Bean, Donna Mills, DeeDee Travis, and Calais High School students: Airelle Thomas, Heather Connolly, Mikayla Sabattis and Rachel Torrey. Thank you to Ann Skriletz who organized the group of Calais High School volunteers. Of course, a big thanks to all donors who give at our local blood drives. Don't forget continued support is needed at future blood drives to ensure the Red Cross can maintain available supplies.

Handbook Policy Refresher

Savings Programs

Payroll deduction is available for direct deposit into savings, checking accounts and Christmas clubs at local banks. Employees may also save by contributing to the CRH Retirement Plan. For further information, contact HR.



COMPLIANCE

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The Office of the Inspector General (OIG) studies many areas in an alleged fraud investigation.

The subject of an investigation could be individuals, facilities or any provider who bills Medicare or MaineCare. Fraud includes billing for services not rendered, or changing established medical procedure codes to be paid more or less money for a treatment. Yes, even under-coding is considered fraud. Business arrangements with vendors, suppliers or other healthcare providers are also carefully scrutinized.

ValuesLine 1-800-273-8452

Employee News

Welcome to Maureen Pike, RN, Baileyville per diem IP Unit; Jacqueline Chambers, Calais, part time Environmental Services; Luann Reppert, RN, Satellite Beach, FL full time nursing service manager; Virginia Bubak, PT, Pine Plains, NY full time Rehabilitative Services; and Becky Hansen, Washington, PA full time director of pharmacy.

The following have status changes: Sherry Reynolds, CRMS part to full time; Barbara Stanhope, RN, full time to per diem; Heather White, RN per diem to full time; Angela Olsson, RN ED to Surgery; and Deborah Sutherland, LPN full time to per diem;

Sorry to see you go to Sheila Hill, CRMS part time; Jane King, Environmental Services part time; Pat Phillips, RN full time and Wendy Brownrigg, RN Nursing Service Manager per diem.

Congratulations to Carla McCann on her September marriage to Ryan Bridges of St. Stephen.

Also to Drs. Salamon and Vascan on the birth of their first child son Alexander George Salamon born at CRH October 8 weighing 6 lbs, 5oz.

Sympathy is extended to Nancy McCann on the death of her mother and to Carla (McCann) Bridges on the death of her grandmother; also to consulting pathology physician, Dr "Rick" Riemersma on the death of his wife.



The winner from the Above and Beyond nominations for the month of September was Barbara Clark, RN ED.

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

Snow Birds

If you are leaving for the winter or any extended time period, and would like to continue receiving the Careletter, contact the community relations office at 454-9262. Give us your alternate address and approximate dates of departure and return, and we will ensure uninterrupted receipt of the newsletter.



Katharine Michie	2
Elizabeth Hinson	3
Mary Barnett	4
Lisa Edgerly	9
Russell Staples	9
Marlene Dobson	11
Cheryl Bean	13
Dr. Peter Wilkinson	13
Diane Brown	15
Jeannine Fowler	15
Cindy Kierstead	17
Marina Nixon	18
Dana Riquier	21
Catherine Doane	21
Sharon Nelson	24
Mindy Smith	27
Karen Childs	28
Teena Dominie	28
Barbara Sprague	29
Carla Jundt	30
Michelle Johnson	30

Auxiliary News by Muriel MacArthur

Seniority by Carla McCann Bridges

Schedule of Events

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 Classrooms
Tuesday, November 27, 12-4 pm

CRH Auxiliary met on Monday, October 1 with 16 members and one guest present with a delicious pot luck dinner.

Thanksgiving Basket tickets are on sale in the coffee shop and from members. Tickets are \$1 ea or 6 for \$5. The drawing for the basket will be on November 20.

The next Book Fair will be held on November 28, 11 am - 8 pm and November 29, 7 a.m. - 1 pm in the CRH Classrooms.

Our next meeting will be Monday, November 5: We will be playing Bingo following the meeting.

Refreshment committee is: sandwiches-Gladys and Molly, Sweets-Barbara and Irene.

The hospital gift shop hours will be 9 am to 4:30 pm Mon-Fri effective October 22.

Norma VanDevander won the 50/50 draw.



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. The price of tickets are \$6, Please call for additional information at 454-9262. We will car pool from CRH.

On Tuesday, November 27, Dr. Lin will provide free eye screenings from 12 noon - 5 pm for Seniority members in the CRH clinic. Call 454-9262 to make an appointment.

JOB OPPORTUNITIES

Rehabilitative Services

Physical Therapist full time

Laboratory

MT or MLT full time

Nursing

RN ER full time

RN Inpatient Care full time

Apply: Applications available from switchboard or on line @ www.calaishospital.com

This newsletter is published monthly by the community relations department.

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