

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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Reiki Now Available for Patients

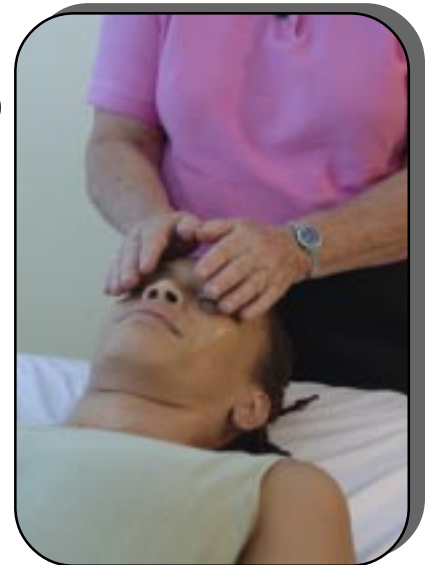
Calais Regional Hospital is now offering Reiki (pronounced "ray key") sessions to hospital in-patients. According to the National Institute of Health (NIH), patients report that seeking out Reiki for chronic pain, when recovering from surgery, to mediate the side effects of chemotherapy, lower the heart rate and blood pressure, to improve immunity, or to boost mental clarity and enhance the sense of wellbeing for people who are terminally ill.

The NIH states Reiki is a form of complementary alternative medicine (CAM) that uses meridians or chakras; a form of therapeutic touch, and is based on Japanese energy medicine. The origin of the word Reiki illustrates its focus on spirituality and energy, as "Rei" means spirit and "Ki" means life force energy. The healing technique, created by Mikao Usui in the 1800's, is non-invasive and non-manipulative, which distinguishes Reiki from acupuncture and massage therapy.

During a Reiki session, the patient generally sits or lies while fully clothed and the practitioner transfers energy to the patient through the hands. Reiki therapists place their hands, palms down and thumbs extended, lightly on the patient's body in 12 to 15 strategic locations, or chakras, which also corresponds with endocrine glands, according to the NIH.

The CRH Reiki Program is being coordinated with the help of Walter Loring, Reiki Master. He or one of 16 other Reiki professionals, are volunteering to provide services free-of-charge to in-patients at the hospital on request. "We will strive to provide a Reiki session within 24 hours of a patients' request," states Mr. Loring. "All of our volunteers are trained and certified in Reiki and have been through an orientation session at the hospital." The Reiki sessions are held in the patients' room.

"While we never know or could guarantee how beneficial a Reiki session will be, it will not cause any harm," explains Mr. Loring. The Reiki practitioner does not diagnose or prescribe, but simply offers Reiki. Reiki is noninvasive and natural. It does not replace conventional medical care, but may be used to supplement or enhance it, Reiki will in no way interfere with any other treatment, but may complement it, and is appropriate for all ages from infants to elders.



Demonstration of a Reiki Session. Photo courtesy of: National Center for Complementary and Alternative Medicine

2008 - The Year of the Woman

At Calais Regional Hospital 2008 will be the year of the woman! CRH is launching a campaign that is all about women's healthcare needs, promoting a healthy lifestyle, and providing information on disease prevention, as well as, providing support and information on the health issues or concerns of those for whom she may be caring. Women are typically the primary healthcare decision-maker and gatekeeper to their family's healthcare. Information may be needed about, their own unique health issues, to issues dealing with children and aging parents.



CRH wants to provide our female population with all the information and services possible. Watch for our new brochure highlighting all of our women's health services, informative articles, and education sessions - all geared to the women of Washington County. If you have any suggestions for topics, please feel free to contact DeeDee Travis, Director of Community Relations and Development, at 454-9227 or by email at: deedee@calaishospital.org.

Open Enrollment: Disability Insurance by 1/25

Employees wishing to purchase long term disability insurance must elect to do so during the month of January. This is the time to sign up for the first time or increase the amount of coverage you already have at group rates. Contact HR to make an appointment. The deadline is 3 pm January 25, 2008.



The winner from the Above and Beyond nominations for the month of November was Marlene Dobson, RN.

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

Handbook Policy Refresher

IDENTIFICATION BADGES (ID)

The Hospital has a Time and Attendance System (T&A) for recording worked and benefit hours. Employees are responsible for record into their time. Employees are trained on the system at orientation. The ID badge is the employee's access into his/her time and attendance record and is never to be used by another employee to clock in or out or to record benefit time on the system. Doing so is a violation of the T&A System policies. It is the Hospital policy to include the employee's first name only on ID badges.

Regulations for the licensure of General and Specialty Hospitals in the State of Maine and CRH policy require that:

1. Employees display their ID badges at all times;
2. Badge information will include the name of the facility;
3. If the employee holds a license, certification or registration, this will be included on the ID badge;
4. Job titles will also be listed on the ID badge;
5. ID badges shall not be required to be worn when an employee is performing a duty where wearing the badge may be hazardous or of a safety, infection control or other concern.

Initial badges are provided at no cost. A \$5 fee is charged to replace lost badges. Employees will not put anything on their badges.

Kudos  *Korner*

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

- ◆ To the Event's Committee for the staff Cider and Cookie break.
- ◆ To all who placed ribbons on the beautiful Lobby holiday tree.
- ◆ To the treats radiology provided for staff.
- ◆ To DeeDee Travis for evaluations on the Employee Surveys.
- ◆ To CRH for the staff holiday gift certificates.
- ◆ To those who clear sidewalks after snow storms.

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

Employee News

Employees scheduled to work Christmas, December 25, may enjoy one free cafeteria meal courtesy of CRH. Happy Holidays.

Welcome to the following: Virginia Bubak PT, Rehabilitative Services full time; to Catherine Woodson RN, Manager, CRMS OB/GYN; and Tabitha Smith, CNA, IPCU Unit per diem.

Sympathy is extended to Ken Bourgoïn on the death of his father; Catherine Doane on the death of her grandmother; Angela Clark on the death of her mother and Bonnie Sprague's mother-in-law.

Congratulations to Lindsey Clark who graduated December 21 from the University of Southern Maine with a Bachelor of Science degree in nursing (BSN). Lindsay is the daughter of Vicki Clark, RNC, point of care manager, IS. Also to Hollye Beckett who graduated December 8 from the University of Maine at Orono with a Bachelor of Science degree in nursing (BSN). Hollye is the daughter of Pam Beckett, RN, Clinical Supervisor, CRMS.

Notes of Thanks

To CRH Family; Thank you so much for your donations to CRH in memory of my mother. I was blessed to have two wonderful parents and I will forever treasure all of the special memories that I have.

I am also blessed to have such a caring and supportive network at my place of work. I have always known that CRH is a very special place to work.

Mona Van Wart

The family of Bill Caswell would like to thank everyone who called, sent cards and for all other acts of kindness shown to our family. It was greatly appreciated.

Ann Caswell and Family

CRH Family and Friends; Fred and I wish to thank you for your recent kindness and support after the death of our mother, Laura Gralenski. Your generous donation to the hospital in her name is greatly appreciated. She would have been proud to have her name associated with such a caring group of people. I am grateful for your kindness to the Gralenski family.

Sincerely,
Linda & Fred Gralenski

COMPLIANCE

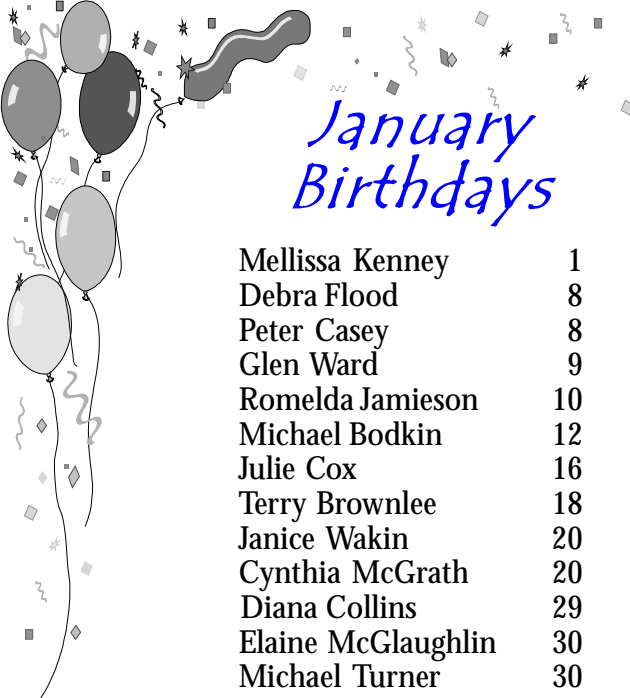
COMPLIANCE Medicare Part D

Federal, state and local level law enforcement agencies will work closely with the Office of the Inspector General (OIG) to begin identifying fraud in the Medicare Part D program. Part D is the Medicare prescription program that began in 2005.

Investigators will work to identify and investigate marketing schemes that illegally obtain, use and distribute prescription drugs. Focus will be on ensuring the integrity of the Medicare and MaineCare program. If successful, results will reduce illegal prescription drug use. It will also lower the danger of distribution of highly addictive medications from the street.

Identity theft scams related to prescription drug card programs, could be substantially reduced.

ValuesLine 1-800-273-8452



Mellissa Kenney	1
Debra Flood	8
Peter Casey	8
Glen Ward	9
Romelda Jamieson	10
Michael Bodkin	12
Julie Cox	16
Terry Brownlee	18
Janice Wakin	20
Cynthia McGrath	20
Diana Collins	29
Elaine McGlaughlin	30
Michael Turner	30

Auxiliary News by Muriel MacArthur

Seniority by Carla McCann Bridges

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor
Tuesday, January 1, 9 am

Cardiac Rehabilitation Support
Group CRH Classroom
Friday, January 4, 3 pm

Free Blood Pressure Clinic
Paradis Shop N' Save
Thursday, January 10, 10 am

Encore Plus
Mona Van Wart's office at CRH
Thursday, January 10, 3 - 4 pm

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, January 17, 11 am

Seniority Potluck and Craft
Methodist Homes Rec Hall
Monday, January 21, 11:30 am

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, January 30, 7:15 am

CRH Auxiliary met on Monday, December 3 at the Townhouse Restaurant with 23 members attending. Everyone enjoyed a delicious buffet dinner with all the trimmings. Gifts were exchanged and everyone went home happy.

The next meeting will be on Monday, January 7, at 6 pm at the Methodist Homes Rec Hall with a potluck dinner to start the new year off right. This meeting is very important to all members as the nominating committee will be bringing nominees for officers; President, Vice President, Treasurer, Secretary, etc. So be sure to be there to elect your choice.

The Christmas Bazaar Raffle winners were: Cookie Jar - Doris Trafton, Jelly Basket- Sharon Diffin, Santa-Kim Bridges, 50/50 and the Decoration were won by Bev Champagne.

The Breakfast Club will meet Wednesday, January 30. We will meet at the Wickachee Restaurant at 7:15 a.m. Set the alarm, come out to join us! The breakfast winners for December were Anne Williams, Mary Scribner and Grace Meader.

Seniority is having a potluck luncheon on Monday, January 21 at 11:30 a.m. in the Methodist Homes Rec hall. We will be making a craft following lunch.

*Wishing you a
Happy and Healthy
New Year*

JOB OPPORTUNITIES

Communications & Registration

Clerk

Rehabilitative Services

Physical Therapist full time

Laboratory

MT or MLT full time

Nursing

RN ER full time

Home Health 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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Calais, Maine 04619

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