

# 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. 1

January 23, 2008

## CEO Announces Retirement Plans

Longtime health executive, Ray H. Davis, Jr. announced plans to retire as Calais Regional Hospital's Chief Executive Officer effective March 31, 2008. The announcement was made during a meeting with hospital department leaders at the beginning of the month.

Davis retires after more than 36 years in healthcare. Future plans include dedicating more time to hunting, fishing and family. His career at Calais Regional Hospital has spanned over 23 years. "It has been a great journey," said Davis. "I treasure the many relationships that I have cultivated throughout my career."

During his leadership he has seen the hospital, and healthcare in general, go through many changes. With the healthcare trend moving from inpatient to outpatient care, CRH went from a 76 bed facility in 1984 to the 25 bed critical access hospital that it is today. Davis recruited many additions to the medical staff over the years, and lead the way in the development of the hospital owned physician practices, Calais Regional Medical Services. He guided the hospital through the establishment of the Skilled Nursing Facility and its subsequent closure. As healthcare moved into the home, he led the startup of the Home Health Department. He has guided the hospital through financial hardships, but maintained the push, within our ability, to keep Calais Regional technologically advanced with state of the art equipment, highly trained staff and an emphasis on continuous improvement and education.

Mr. Davis has seen the hospital campus expand and change over the years as well. Construction included a new medical office building and several renovation projects in the old facility. None of which compared to the time and energy devoted to Calais Regional's most recent building project – the construction of the replacement hospital that was completed in 2006. He helped navigate CRH through the many highs and lows such a project brings and saw the organization through its first 18 months in the new building.



CEO Ray H. Davis, Jr. has been a part of CRH for over 23 years.

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## New Year's Baby 2008

Calais Regional Hospital welcomed the first baby of the new year on January 3, 2008. Jaylah Irene is the daughter of Jennifer Lewey and David Barnes of Perry Maine. She weighed 8 lbs. 6 ozs. and was 21" long. Baby Jahlah received a gift basket from My Favorite Things and a baby book from Calais Regional Hospital. Congratulations to the new parents.



## CRH will Go Red for Women

Circle February 1, 2008 in red on your calendars that's the day CRH will join the American Heart Association (AHA)'s fight against heart disease by holding **Wear Red Day**. We encourage everyone to participate by wearing **red to work** to help the AHA raise women's awareness of cardiovascular disease and empower women to reduce their risk. So get out your red dress, shoes, shirt, jewelry, tie or whatever else you can find that can show your support of this cause.



We are proud to be joining the AHA and concerned companies and organizations across America in the fight against the #1 killer of women – as well as of men. Wear Red Day is a chance for us to arm ourselves with knowledge about this devastating disease.

We'll have a few sets of eyes out trying to catch employees who participate in Wear Red Day. There will also be a Lunch and Learn program offered in the classroom at 11:40, 12:10 and 12:40. Grab a lunch and join us!

If you have any questions or would like to volunteer to help with the event, please respond to Community Relations 454-9227.

## Kudos Korner

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

- ◆ To April Free who is the new town news correspondent for Princeton. Watch for her new column she is doing in her spare time.
- ◆ To Dr. Chagrasulis for baking excellent baklava.

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

## COMPLIANCE

COMPLIANCE

**What is the OIG?**

Congress created the Office of the Inspector General (OIG). OIG's are independent and objective units with more than 500 staff members nationally responsible to:

- a) conduct audits & investigations Federal healthcare insurance of programs,
- b) recommended policies,
- c) preventing and detecting fraud and abuse and,
- d) keep Congress and other agencies informed about the need for corrective action.

ValuesLine 1-800-273-8452

## CEO Retires

*Continued from Page 1*

"I was disappointed to learn of Ray Davis' impending retirement. He has been a vital component of the success of CRH for many years and has been a respected and invaluable teacher to me as a trustee and board member of the organization," states Linda Gralenski, CRH Board Chair. "Ray is scrupulously honest and intensely loyal to the hospital and its staff. He also possesses a fund of knowledge of health care delivery and statutes which govern it. When I look at our new facility here in Calais, I will always think of Ray's excited descriptions of the latest construction progress and his anticipation of opening a new building designed to provide a safe and attractive place to deliver the best health care to our patients. This building, and our wonderful, caring staff are truly the legacies of Ray's tenure and I will miss him greatly."

## We Want to Hear From YOU!

Calais Regional Hospital will be conducting a community survey. The data collected with this survey will provide information to help plan for the future of your community hospital.

The survey will be handled by a national survey company, Avatar International, Inc. Through random selection, many households in our service area will receive the survey. This process will give us feedback from three distinct segments of our communities: recent patients, former patients and non-patients.



The survey will enable us to determine how effective we are at communicating information about services available, providing the needed services for our service area and the overall reputation of the Hospital. The survey can also reveal any medical service gaps that may exist within the communities, which could suggest new or expanded services, are needed.

If you or someone you know receives a survey, **please take the time to participate and/or encourage participation.** The more feedback received, the better we will be able to plan for the healthcare we deliver to you and your family.

## National Do Not Call List

The Federal Trade Commission is reminding individuals who do not want to receive calls from telemarketers who solicit sales, to register or re-register their telephone number on the Do Not Call List. Participation on the Do Not Call List is valid for five years and up to three residential or cell phone numbers can be registered on-line.



The Do Not Call registry does not include legitimate surveys, political organizations and charities. Also companies where an individual has established a business relationship are exempt for 18 months after goods or services were provided.

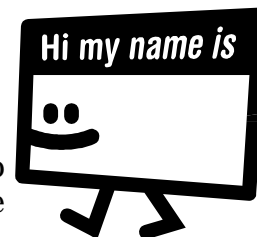
To register residential or cell phone numbers contact 1-888-382-1222 or on-line at [www.donotcall.gov](http://www.donotcall.gov).

## ID Badge Photo Week

The Events Committee and Human Resources are pleased to offer the opportunity for staff and volunteers to update the photo on their ID Badge.

Once new photos have been taken, they will be delivered to employees. Old photos will be removed and new ones secured to the perimeter security badges. This process does not offer an "extra" badge as in the past, due to the new entry badge system.

Photos will be taken in HR on a Walk-In Basis: February 11-15, 9:30 - 10:30 a.m. and 2 - 3 p.m.



Evening hours are available BY APPOINTMENT ONLY

Monday, Feb 11 and Thursday, Feb 14  
6:30 to 7:30 p.m.

Call HR to schedule an appointment no later than 3 p.m. on those dates: 454-9303 or ext 303.

Regulations for the licensure of General and Specialty Hospitals in the State of Maine and CRH policy require employee's display their ID badges at all times.

## Emergency Room Staff Start Teddy Bear Drive

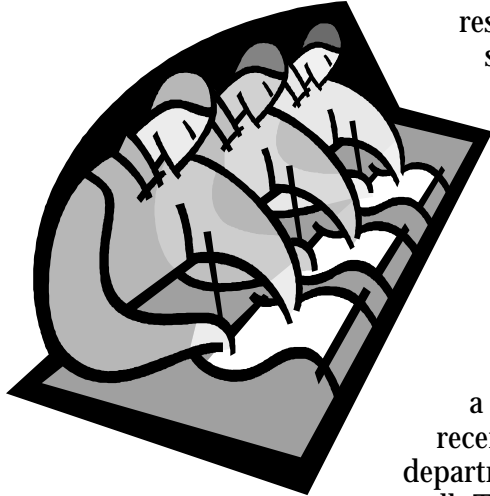
A visit to the emergency room can be a pretty scary event, especially for a child. In times of extreme stress or traumatic events, CRH emergency staff sometimes present our littlest patients with a stuffed animal to ease their fears and offer comfort. With supplies low, the emergency room staff have again started a teddy bear drive to replenish their stock of stuffed animals.



Donated stuffed animals must be new and preferably for any gender or age group (no small items sewn on that could be a choking hazard). Nine inch size or less is also preferred to allow for easy storage. If you would like more information on the teddy bear drive; contact the community relations office at 454-9262 or drop your donation off at the hospital switchboard. Don't forget to leave your name and address. Thank you to Therese Trafton who recently started our teddy bear drive off with a donation of a bag of stuffed animals!

## Employee Survey Update

CRH staff had an opportunity to complete an employee survey in July and August of 2007. The survey results were compiled and analyzed by an outside company, Avatar International. An



overview of the results were shared with all department managers. All departments with four or more employees completing a survey

received a department report as well. These departments

met to review the survey results and talked about opportunities to improve. Every manager was assigned the task of communicating survey results to their staff and involving staff in developing strategies to address issues.

The departments' strategies were recently reviewed by senior management. See your manager if you are unsure what is being targeted in your department.

Using employee survey responses and department strategies, senior management set an organizational wide goal of continuing work on emergency department patient flow (which was started last fall) and improving manager communication with employees.

One of the best outcomes of the 2007 survey was the wonderful and plentiful write-in responses from staff. There were over 200 very specific ideas for improvement or concerns. The responses were well thought out and full of information and detail. These ideas will be assigned to various committees to work on. Our goal is to evaluate each idea and act on those that prove to be feasible. This process has already started with items from the survey such as mirrors at corridor intersections and heating adjustments. Keep watching for more great employee ideas in action and thanks for taking the time to submit your thoughts!

## The Search is On!

The search is on for a new CEO for CRH. The Executive Committee of the Board has been designated as the Search Committee and consists of: Linda Gralenski, Chair; Keith Guttormsen, Secretary; Louis Esposito, Vice Chair; Marshall Hennequin, Treasurer; Dennis Mahar, Past Chair; Dr. Michael Kessler, Chief of Staff; and Dr. Shahid Mansoor, Executive Committee Member. The group met earlier this month with Craig Jesiolowski, QHR Regional Vice President, to develop a "profile" of our next leader.

QHR has posted the position on its intranet and with a professional organization for Administrative personnel. The posting describes the position, our organization and our community.

QHR will accept resumes for the position through February 28. Applications will be narrowed to ten viable candidates. Those resumes will then be reviewed by the Search Committee, who will further narrow the field to five candidates. The five candidates will have telephone interviews with the Search Committee. Following this, five or fewer applicants will then be selected by the Search Committee and QHR for personal interviews at the hospital. On site interviews will be conducted with representation by the board, medical staff, senior management, and various departments in the hospital.

Following the interviews, a job offer will be generated for the candidate deemed most suitable for CRH. Upon acceptance, plans will begin for the arrival of our new CEO!

## Treebute to Life Campaign a Success

The Treebute to Life campaign was a great success. This year \$12,65 was raised for the 2007 Annual Fund. The 2007 Annual Fund total was \$14,155. These funds will go towards the purchase of a new labor and delivery bed and an electrocautery unit equipment for the OR. Thanks to everyone who participated.

Treebute ribbons can be picked up at the front desk of the hospital.



## Employee News

**N**ext Reduced Staffing Day is Presidents Day Monday, February 18, 2008.

Welcome to Becky Hansen, Pharm. D, Director of Pharmacy from Washington, PA. and June Gillespie, Calais, Registration and Communications part time.

Trudy James, Registration and Communications Clerk has a status change from part time to full time. Krista Arsenault, RN ED per diem and Michelle Johnson, RN Cardiac Rehab part time are orienting to PACU.

Sorry to see you go to Victor Robinson, RRT, Respiratory Care per diem and Jennifer Howard, RN per diem ED.

Congratulations to Marina Nixon on the birth of her new grandchild, Jadya Marina Spearin born December 31 to daughter Trisha and Jason Spearin of Bangor.

Sympathy to the family on the death of Gloria Waycott, former employee.

## Students Train at CRH

**H**olly Stoddard senior bachelor of nursing will conduct her clinical internship at CRH in February and March. She will preceptor with registered nurse Bev Champagne and on the Inpatient Unit and with Marti Nordstrom in surgery. Holly is from Baileyville a student at Husson College.

Breanne McPherson, a student at the Husson College School of Health Professions, Physical Therapy Program, has started an 8 week clinical internship with CRH Rehab Department. Breanne is from Lubec.



**T**he winner from the Above and Beyond nominations for the month of December was Heather White, 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.

## Notes of Thanks

**I** would like to thank the staff at CRH for making my procedure more comfortable. To name a few Dr. Kessler, Dave Brillott, Shirley Richardson thank you for the good care you provided.

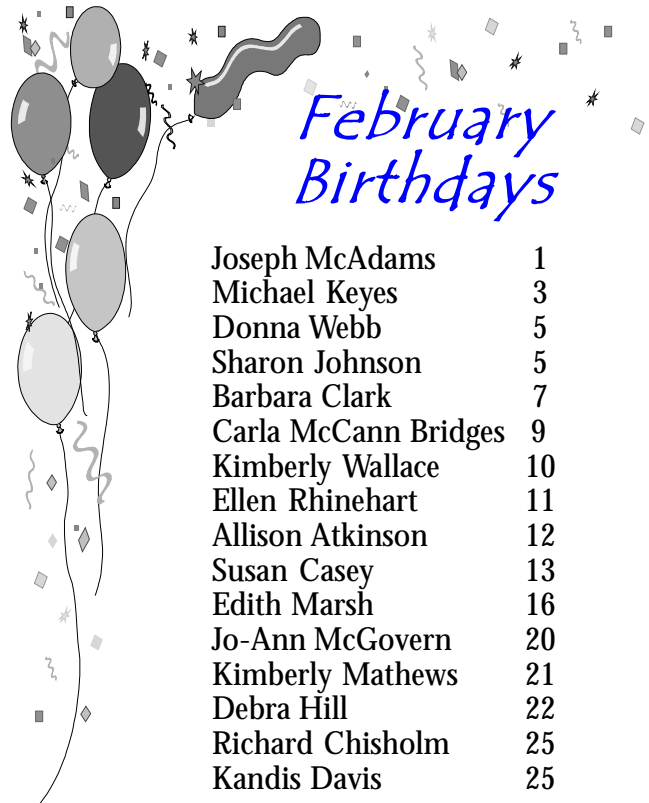
John Brooks

**I** would like to thank everyone who cared for me, brought books to keep me from going crazy, made sure I had my coffee milkshake fixes (you know who you are!) and the chips and chocolates so I wouldn't fade away to nothing, and my visitors who helped just by stopping in and making sure my bed was comfortable. I also want to thank the "anonymous" donors. It helped ease some immediate worries.

April Free

## Handbook Policy Refresher

**T**he CRH Auxiliary is the formal volunteer organization of the Hospital. Volunteers may provide service to the Hospital as an Auxiliary member or as a non-member. Non-Auxiliary volunteers are scheduled through the Community Relations Department. Employees are invited to join the Auxiliary. For additional information, contact Community Relations.



Joseph McAdams	1
Michael Keyes	3
Donna Webb	5
Sharon Johnson	5
Barbara Clark	7
Carla McCann Bridges	9
Kimberly Wallace	10
Ellen Rhinehart	11
Allison Atkinson	12
Susan Casey	13
Edith Marsh	16
Jo-Ann McGovern	20
Kimberly Mathews	21
Debra Hill	22
Richard Chisholm	25
Kandis Davis	25

## Schedule of Events

Wear Red Day Luncheon  
Lunch n Learn about  
Women's Heart Disease  
CRH Classroom  
11:40 am, 12:10 pm & 12:40 pm

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

Free Blood Pressure Clinic  
Woodland Manor  
Tuesday, February 5, 9 am

Free Blood Pressure Clinic  
Paradis Shop N' Save  
Thursday, February 14, 10 am

Encore Plus  
Mona Van Wart's office at CRH  
Thursday, February 14, 3 - 4 pm

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, February 21, 11 am

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, February 27, 7:15 am

Seniority Sleigh Ride  
St. Stephen Heathland, N.B.  
Thursday, February 28, 1 pm

## Auxiliary News by Muriel MacArthur

The January meeting was held with 18 members present at the Methodist Homes Rec Hall. 2008 dues of \$4 may be paid to Irene Moreside.

Officers re-elected were Molly MacArthur, President; Sharon Frost, Vice President; Loraine Wilson, Treasurer; Sallee McShane, Secretary; Irene Moreside, Coffee Shop Scheduler and membership chairman; Gladys Greenlaw, coffee shop buyer and Pat Yardley, Hospitality chairman.

We are starting a raffle for five dinner drawings for Valentine's Day from Hightower Steak House, Julianna's World Cafe, Calais House of Pizza, Main Street Diner and Kwong Wha. The drawing will be Monday, February 11. Tickets are on sale in the coffee shop and from any member for \$1 each or 6 for \$5, proceeds benefit the Auxiliary.

Our next meeting is February 4 at the Methodist Rec Hall. Please come and join us. Refreshment committee for sandwiches - Ethel Young and Barbara Mitchell, Sweets - Irene Moreside and Linda Culleton.

50/50 draw went to Pat Yardley.

## Seniority by Carla McCann Bridges

Seniority is going on a sleigh ride Thursday, February 28 at 1 p.m. in Heathland, NB. The cost is \$5 cdn if 15 people attend. We will join for hot drinks at Tim Horton's following the ride. Call to sign-up and let me know if you can car pool.

The Breakfast Club will meet Wednesday, January 30 at the Wickachee Restaurant at 7:15 a.m. Set the alarm, come out to join us!

### JOB OPPORTUNITIES

#### Communications & Registration

Clerk per diem

#### Rehabilitative Services

Physical Therapist full time

#### Laboratory

MT or MLT full time

#### Nursing

RN ER full time

Home Health full time

#### Environmental

worker per diem

**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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Calais, Maine 04619

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