

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. 2
February 27, 2008

CRH Welcomes New Director of Pharmacy

Calais Regional Hospital is pleased to welcome Becky S. Hansen, Pharm.D, who began her duties at CRH on January 2, 2008.

Becky moved from Washington, PA to accept the position of Director of Pharmacy at CRH. In this role Becky reports to Jan Wakin, CNO. She is responsible for overseeing medication distribution for all hospital patients as well as reviewing orders and patient medication lists.

Becky grew up in Dubuque, Iowa. She earned a Baccalaureate of Science Degree in Microbiology and Cell Science from the University of Florida in Gainesville and her Doctor of Pharmacy degree from the Massachusetts College of Pharmacy and Health Sciences in Worcester. Becky has experience as a pharmacist in hospitals in Massachusetts and Pennsylvania. Prior to attending pharmacy school she worked as a Research Associate in Red Blood Cell Biochemistry for VITEX Corporation, as a Production Scientist in Cell Biology in Madison, WI and as a Research Assistant for the University of FL, College of Pharmacy. She also served six years as a U.S. Navy Hospital Corpman.

Becky first discovered Maine on a trip with her husband. If it wasn't for her visit and falling in love with the area, she would have never thought to follow up on an ad she saw for a Pharmacy Director in our small rural hospital in Maine. Becky is now enjoying rural Maine living in Charlotte with her husband, Alex, and two chocolate labs - Diva & Conrad. Please take the opportunity to welcome Becky when it presents itself.



Becky Hansen, PharmD

**CRH Family and Friends are invited to stop in
and say farewell to CEO Ray Davis
Thursday, March 27, 2-4 pm
CRH Cafeteria**

A Sign of Spring

Daffodils! Once again you can support the American Cancer Society by purchasing daffodils. A bundle of ten fresh-cut, daffodils is \$10; or receive a Boyds Bear & one bundle of daffodils for \$25. New for this year is a potted plant for \$15. The delivery date is Thursday, **March 20**. Order sheets are in all departments.



Orders must be received by the community relations department on or before March 3 and payment **must** accompany orders. Checks should be made payable to the American Cancer Society. For more information, contact the community relations.



The winner from the Above and Beyond nominations for the month of January was Richard Hickson, Security.

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.

Go Red Day

The Go Red awareness day had 130 employees participating by wearing red and 400 carnations were distributed to patients, visitors and staff CRH on Go Red Day (February 1). Over 50 people attended the Heart Disease presentation that Shelly Bodkin, RN conducted in the classrooms. The lucky winner of the drawing from employees that participated was Lucy Carver.



Handbook Policy Refresher

BREAKS

The Hospital provides two 15-minute paid breaks to employees working a 7 1/2, 8 or 12-hour shift. Employees are expected to return from breaks promptly. Employees who work more than a 6-hour shift shall receive a half-hour unpaid meal break. Break time is not cumulative and may not be banked to shorten the workday. In the event customer load prevents an employee from receiving a break, the time is lost. Schedules will be determined by department supervisors. A 15-minute break cannot be taken in two or more shorter breaks.

Students Train At CRH

Corrine Shain of Brookton is completing a 45 hour business cooperative experience in home health, patient accounts, health information, and administration. Corrine is a student in WCCC's Medical Office Technology program.

Whitney McArthur of Lincoln and Barbara Short of St Stephen are doing their clinical medical cooperative practicum at CRMS Orthopedics and Primary Care. Both are 2nd year students in WCCC's Medical Assistant Program and will graduate in May. This practicum requires 160 hours of experience in administrative and clinical medical skills in a medical office or allied health setting before students are qualified to sit for the national credentialing exam.

Pension Plan Appointments

Lincoln Life pension representative will be at LCRH on Tuesday, March 25, 2008 to meet with employees on an individual basis to discuss questions you might have on your quarterly statements, new investment options or retirement planning. This is a good opportunity for employees who are about to become eligible for the pension plan to discuss how the plan works and the different investment options. Terri Gulliver is the representative that will be visiting. Appointment times available are 8 a.m. to 4 p.m. To book a slot, call HR ext 303 or 454-9303.

Employee News

Welcome to Hollye Beckett, RN, Calais, Inpatient Unit per diem; Amanda Hatch, Calais, Registration and Communications Clerk, per diem; and Susannah Martinez, Speech Language Pathologist from Whiting, full time Rehabilitations Services.

The following have status changes: Pauline Beach, C.N.A. full time IP Unit OBS nights to part time days Ward Clerk ED; Tabitha Smith, C.N.A. IP Unit OBS nights per diem to full time.

Welcome to Brandon Bloxham a fourth year student at University of New England College of Osteopathic Medicine in Biddeford. Brandon will do his rotation in Rural Medicine with Dr. Christopher Hayward. Brandon will be at CRH and CRMS for the month of March and is from Downey, Idaho.

Good luck to Jeremy McAdams on his adventure to Japan where he will spend a year as an exchange student. Jeremy is a junior at Calais High School and the son of Joe McAdams, Radiology.

Sympathy to DeeDee Travis on the death of her aunt and to Emma Kneeland on the death of her brother.

Events Committee

CRH Events Committee is sponsoring a food drive to help support our local food pantry. Drop off any non perishable items to the Community Relations or Human Resources Department by Thursday, March 20.



COMPLIANCE

COMPLIANCE **OIG Responsibility**
The Offices of the Inspector General (OIG), created by Congress, are responsible to prevent fraud and abuse and assure the integrity of federal programs. Their resources are allocated based on budget and risk priorities. In recent years about 80% of resources focused on Medicare and MaineCare investigations and reviews. About 20% of resources focused on public health and human services programs. These programs include:

- Medicare
- MaineCare and
- State Children's Health Insurance Programs

ValuesLine 1-800-273-8452

Excellence Award Nominee Deadline

Nominations are due by 9 a.m. Monday, March 24, 2008 for the 2008 CRH Excellence Award. Forms are available now from managers or from HR.

This award recognizes an employee whose daily life is an inspiration to others, both personally and professionally. Someone who brings distinction to us all, exemplifies honesty, integrity and ethical behavior, demonstrates teamwork, respect for people, service to others, commitment to improving the world around them, outstanding customer service, and dedication to quality. Last year's recipient was Cheryl Trader, Business Coordinator for the CRH Home Health Department.

Kudos Korner

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

- ♦ To Richard Hickson in Security for helping the night staff to their cars in the winter storm.

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

March Birthdays

Carlton Miller	2
Debra Bassett	3
Trudy James	3
Valerie Knights	7
Laura Chadwick	6
Tabitha Smith	8
Bonny Beausoleil	10
Billie-Jo Boone	10
Mary-Jo Burgess	11
Kennetha Doten	15
Judith Thornton	18
Bonnie Sprague	19
Dr. Cressey Brazier	20
Dr. Christopher Hayward	21
Shelly Bodkin	23
Dr. Charbel Salamon	27
Crystal Seavey	27
Betty-Jo Cates	29
Catherine Blake	30
Wendy Dean	30
Carol McElarney	31

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor
Tuesday, March 4, 9 a.m.

Cardiac Rehabilitation Support
Group CRH Classroom
Friday, March 7, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, March 10, 6 p.m.

Encore Plus
Mona Van Wart's office at
CRH Health Services Building
Thursday, March 13, 3 - 4 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save
Thursday, March 13, 3 p.m.

Seniority Glucose and Cholesterol
Screening CRH Classrooms
Friday, March 14, 8 a.m.

Diabetic Support Group
Methodist Homes Rec Hall
Wednesday, March 19, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, March 20, 11 a.m.

Seniority Potluck & Easter Egg Swap
Methodist Homes Rec Hall
Thursday, March 20, 11:30 a.m.

Auxiliary News by Muriel MacArthur

CRH Auxiliary met on Monday, Feb, 4 at the Rec hall with 18 members attending. We opened with the Auxiliary prayer. Our secretary and gift shop officers were unable to attend. The Valentine Dinner raffle winners were Dr. Kessler, Kathy Irving, Eric Hinson, Marlyn Redding and Cindy Sargent. The Auxiliary by-laws were reviewed and accepted as changed.

A request from the Rehabilitation Department of the hospital was tabled until the next meeting. One of the employees will attend our next meeting to answer questions concerning the request. Next year (2009) dues will be \$5.00. Plans were made for our upcoming Easter Basket Raffle, which is always worth receiving. After the meeting bingo was enjoyed.

Our next meeting will be on March 3 at the Rec Hall at 6:30 pm. We will be having a green auction so please bring something wrapped to be auctioned off.

The refreshment committee for the next meeting will be Sylvia and Gladys -sweets, Molly and Eileen - Sandwiches. 50/50 was won by Gladys Greenlaw.

Seniority by Carla McCann Bridges

January breakfast club winners were Cecil Moreside, Irma Howbrigg and James Hamilton. Our next breakfast is at the Wickachee Restaurant Wednesday, March 26, 7:15 a.m.

There will be a free glucose and cholesterol screening on Friday, March 14 in the CRH classrooms at 8 a.m. Members are entitled to one screening per year. Don't forget to fast for 12 hours and call to sign up.

Seniority is having a potluck luncheon on Thursday, March 20 at 11:30 a.m. at the Methodist Homes Rec Hall. Bring a covered dish and a place setting. Dessert will be provided.

JOB OPPORTUNITIES

Rehabilitative Services

Physical Therapist or PTA full time

Environmental Services

per diem

Nursing

CRNA full time

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

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

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

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