

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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Twenty Nine with 415 Years of Service Get Awards!

Twenty-nine employees will receive CRH service awards this year. All employees who have completed five or multiples of five years of continuous service to May 31 will be honored at the 2008 Annual Employee Awards Banquet in May. The list of employees receiving awards is being published in advance to allow the opportunity to correct any names listed or excluded by error. Please call Human Resources with corrections. The Banquet will be held during National Hospital Week at the Redclyffe on Tuesday, May 13 at 5:30 p.m. Congratulations to the following for their loyal service to our customers:



Mary Phelan
35 Years



Kathleen Irving
30 Years



Catherine Scullin
30 Years

35 Years
Mary Phelan

30 Years
Catherine Scullin
Kathleen Irving

25 years
Mary Barnard
Jo-Anne Bartlett
Richard Chisholm

20 years
Carol McFarlane
Eileen Leavitt
Forest Woodruff

15 years
Julia Brilllott
Michelle Johnson
Marty Colson
Barbara McLean
Cody Stow
Evelyn Olsson
Mike Turner

10 years
Russell Staples
Krista Arsenault
Cheryl Trader

5 years
Kristy Harkins
Melissa Greenlaw-Johnson
Billie-Jo Boone
Marti Nordstrom
Mary MacDonald
Edie Marsh
John Stanley
Fred Taylor
Cheryl Bean
Brenda Prout

American Cancer Society Relay For Life

The Relay for Life is scheduled for **May 30-31** at 6 pm- 6 am at WCCC. We are recruiting members to walk for the hospital team. If you are interested in taking part or helping to plan this event, contact CRH Team Leaders Anita Flagg at ext 261 or Judy Thornton at 454-8432. More information will be provided about the event as the date approaches.



Team Talk

Much of what goes on today in the workplace is a team effort. For a team to be successful each member has to contribute effectively. Here are some tips on how to become part of a winning team.

Invest time in team building. Sometimes it may seem easier to get a job done by just doing it yourself. But teamwork is a process, and in the long run you'll get more ideas, more perspectives and better results.

Find your role. Every team has members with different sets of skills. Your role in the group effort should start to form during the planning process. You might be a leader who likes to take charge and inspire others; a thinker who comes up with ideas; a planner who anticipates the small steps; a challenger who sees potential problems and possible solutions; or a harmonizer who helps resolve conflict. Remember that your role may change over time or be different in other teams.

Plan for disagreements. Different perspectives benefit teams but are also a cause of conflict. The team should agree how disagreements will be handled before conflicts arise. At a minimum this means being polite, considerate and respecting each person's ideas. Also focus on team goals, not on winning arguments.

Get to know team members outside of the project. Meetings are easier when team members feel comfortable with each other; and conflict is often easier to avoid when everyone understands the background, experience and cultural heritage of colleagues.

Handbook Policy Refresher

CONDUCT

The satisfaction and welfare of our customers is our prime concern at Calais Regional Hospital. Unnecessary noise can be annoying. Employees contribute to customer satisfaction by being considerate, thoughtful, quiet and orderly, conscientious and cheerful.

Non Discrimination Notice

In accordance with Federal law and USDA Policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability (not all prohibited bases apply to all programs). To file a complaint of discrimination, write to: Calais Regional Hospital, Section 504 Coordinator, 24 Hospital Lane, Calais Maine 04619 or call 207-454-7521 (voice) or 207 454-7608 (TDD). CRH is an equal opportunity provider and employer.

Note of Thanks

Thanks to the radiology techs & staff at Calais Regional Hospital Orthopedics office for the wonderful, caring services they provided to me.

Thanks,
Norma VanDevander

COMPLIANCE

Work Plan
Each year the Offices of the Inspector General (OIG) identify areas they will focus on. Once determined, a work plan is published. At CRH, the Compliance teams use this information to develop the Hospital's annual work plan. Plan areas are shared with managers and staff and guide their work. The goal is to eliminate waste, fraud and abuse of federal Medicare and MaineCare health insurance programs.

Employee News

Welcome back to the following: Sonya Carter, Waterville, CRMS Medical Assistant per diem; and Sydney Hays, Oklahoma, temporary. Welcome to the following: Kristin Boies, CNA, Baileyville Inpatient Unit per diem; Raymah Lyons, Meddybemps, Environmental Services Worker per diem; Amanda Hatch, Calais, Registration and Communications Customer Service Representative, per diem; Diane Canuel, CRTT, Brunswick, per diem Respiratory Care; and Patricia Groves, CRNA, Ohio temporary.

Kelli Flood has changed status from part time to per diem Laundry.

Sorry to see you go to Dave Brilllott, CRNA, Anesthesia Manager.

Sympathy is extended to Mary Beth Newman on the death of her grandfather, Brenda Prout on the death of her brother; Linda Gralenski on the death of her brother-in-law; Joan Stevens on the death of her brother; and to Connie Ferguson, Board committee member on the death of her husband John Ferguson, who was a member of the Board of Directors.

Congratulations to Marian Guire on the birth of her 2nd granddaughter, Shaylee Mae Guire born at CRH March 12, weighing 8 lbs, 7 ozs, and 20 ½ " long. Proud first time parents are Erin and Jeff Guire.

Fran Holst is a grandmother again. First granddaughter Casey Lynn was born February 17 in Newport, RI to Teresa and Patrick Eliason. A baby sister for big brother, Jack.

Sorry to see you go to per diem employees Barb Stanhope and Connie Croman who did not meet the requirement of working within the required time frame.

Students: Deborah Meisner is doing her clinical internship at CRH. Her preceptor is Carol McElarney, RN on the Inpatient Unit. Deborah is from Dennysville and is a senior bachelor of nursing student at the University of Maine at Fort Kent.

Dental Insurance Open Enrollment

Now is the time to sign up for Dental Insurance or make any changes to your policy. Deadline is April 4. See HR.



The winner from the Above and Beyond nominations for the month of February was Cathy Blake, Case Manager.

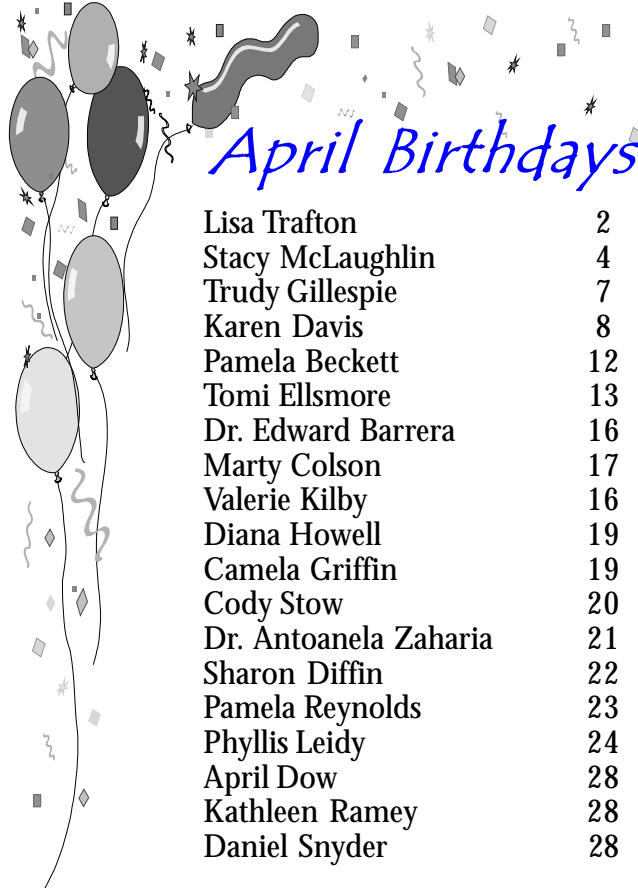
To recognize someone through the Above and Beyond program, simply complete a recognition card that can be found in the lobby, cafe, Inpatient Care Unit or nursing employee lounge and submit it to community relations.

Kudos Korner

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

- ◆ To the Events Committee for collecting items for the food pantry and Dominican mobile clinic and construction staff trip.
- ◆ To all staff who are so willing provide clinical training for students.

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



April Birthdays

Lisa Trafton	2
Stacy McLaughlin	4
Trudy Gillespie	7
Karen Davis	8
Pamela Beckett	12
Tomi Ellsmore	13
Dr. Edward Barrera	16
Marty Colson	17
Valerie Kilby	16
Diana Howell	19
Camela Griffin	19
Cody Stow	20
Dr. Antoanela Zaharia	21
Sharon Diffin	22
Pamela Reynolds	23
Phyllis Leidy	24
April Dow	28
Kathleen Ramey	28
Daniel Snyder	28

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor
Tuesday, April 1, 9 a.m.

Cardiac Rehabilitation Support
Group
CRH Classroom
Friday, April 4, 3 p.m.

Encore Plus
Mona Van Wart's office at CRH
Thursday, April 10, 3 - 4 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save
Thursday, April 10, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, April 14, 6 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, April 16, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, April 17, 11 a.m.

Seniority Vision Screening
CRH Classrooms
Tuesday, April 22, 12 noon-5 p.m.

A Seniority Afternoon at Greenland
Point Conservation Camp
Leaving CRH at 11:00 a.m.
Friday, April 25, 12noon - 6p.m.

Auxiliary News by Muriel MacArthur

CRH Auxiliary met on March 3 with 12 members and one guest, Shirley Reed from the Rehab Services Dept.

Shirley presented information to the group regarding the request for the Auxiliary to purchase items for use with rehab patients. Community Relations Rep. DeeDee Travis requested the Auxiliary complete last year's annual fund to purchase a birthing bed and surgery equipment. All requests were voted on and accepted.

Donation Day will be held on Thursday, April 24. Items needed are cream cheese, splenda, sweet and low packets, red rose decaffeinated teabags & regular (with tags), hot chocolate, crunch peanut butter, bagels, english muffins, small jars of raspberry jam, juices; apple, orange, tomato, V-8, cranberry (small cans), paper goods and individually wrapped doughnuts. Everything is greatly appreciated.

Barbara Mitchell won the 50/50 draw.

Refreshments for our next meeting on April 7 are sandwiches - Thelma Rideout and Sharon Frost, sweets - Jean Leach and Diane Brown.

Seniority by Carla McCann Bridges

Seniority is having an outing to the Bordertown Bowling Lanes in St. Stephen on April 1 to bowl three strings. Cost is \$6 cdn. Meet in the CRH Lobby at 9:45 a.m.

Lunch & Learn is in the CRH classroom on Thursday, April 3 at 10:30 a.m. Dr. Hadam will talk about post operative pain control techniques. She will discuss patient controlled options and other techniques focusing on epidurals. Sandwiches & salads will be provided by CRH Food Services.

On Tuesday, April 22 Dr. Lin will provide free eye screenings from 12 noon- 5 p.m. for Seniority members in the CRH clinic. Please call to sign-up for these events 454-9262.

JOB OPPORTUNITIES

Anesthesia

CRNA Full time

Rehabilitative Services

Physical Therapist or PTA full time

Student Workers Summer

Laundry & Food Service

Nursing

ER full time & part time

Home Health part time

Apply: Applications available on line

@ www.calaishospital.com

This newsletter is published monthly by the community relations department.

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24 Hospital Lane
Calais, Maine 04619

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