

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. 4
April 30, 2008

National Hospital Week

The theme for National Hospital Week 2008 is "Where Healing Happens Every Day", a powerful and uplifting tribute to the wonderful work of health care centers and the people behind them. Many events have been planned for National Hospital Week, May 11 - 17.

The Volunteer Dinner will be held on May 19 at The Redclyffe Dining Room to celebrate the numerous volunteers that are part of the CRH Family. Scoops for the Troops will be in the cafeteria on Wednesday, May 14 from 2 - 3 p.m. Harrell Connelly, Interim CEO; Bernie McAdam, CFO; and Linda Gralenski, Board Chair will serve ice cream for staff. CRH Munchy Bucks will be included with paychecks on May 7. Baby Day, sponsored by the CRH Auxiliary, will be held at the Calais Methodist Church on Tuesday, May 13 at 1:30 p.m. for all babies born at CRH in 2007. Friday, May 16 is Free Dessert Day in the cafeteria. A healthy dessert option will be available. The night shift will be treated to pizza Saturday, May 10 and Saturday, May 17. The Employee Awards Banquet will be at the Redclyffe Dining Room on Tuesday, May 13 beginning at 5:30 p.m.

The Employee Health and Fitness Celebration is during this month as well so look for the schedule of different events during the month of May in your paychecks on May 7. There will be many different events for you to take part in.

All employee names will be entered for random drawings held at the various events. The grand prize is 8 hrs of pep time. Happy Hospital Week to all!



**Annual Volunteer Dinner on Monday, May 19 at
The Redclyffe Dining Room
Dinner at 5:30 pm**

Call and Register with Switchboard

Handbook Policy Refresher

IDENTIFICATION BADGES

The Hospital has a Time and Attendance System (T&A) for recording worked and benefit hours. **Employees are responsible to record 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. **Note: Never share your password.**

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 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 as 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.



The Events Committee Is Marking Your Calendar!

CRH Employees, retirees, physicians, and their families are invited to a picnic on Saturday, July 19, 2008 from 11-3pm. at the Hilltop Campground, 317 Ridge Rd, Robbinston ME.

Enjoy hot dogs, hamburgers, chips, drinks and watermelon along with an afternoon filled with fun from games to swimming.

No Alcohol permitted

Note of Thanks

Thank you to Dr. Brazier, the ED staff and Rusty Staples in Radiology for the excellent and caring service provided to me and my family on 12/28 when I sustained the fracture dislocation of my ankle. A special thanks to Dr. Brazier for putting my dislocation in alignment so I left the ED pain free.

Thank you to Dr. Hadam, Dr. Kessler and the surgery staff for their exceptional care during my ankle surgery a week later and to the nursing staff during my overnight hospital stay. We are grateful for the follow-up care provided at the CRMS orthopedic. Last but not least we thank CRH for recruiting an excellent orthopedic surgeon who could provide the services I required, thus saving my family from having to travel to Bangor.

Norma and Van

American Cancer Society Relay For Life

The Relay for Life is scheduled for **May 30-31, 6pm- 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.



COMPLIANCE

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What is Medicare?

Medicare is a Federal health insurance program. It covers people age 65 and older. People with end stage renal disease and certain disabilities are also eligible.

The Medicare program has four parts:

- Part A is inpatient hospital insurance
- Part B is physician and outpatient services
- Part D is an optional prescription drug benefit
- MA is Medicare Advantage, offering a range of prepaid managed care choices.

ValuesLine 1-800-273-8452

Employee News

Welcome to Interim CEO, Harrell Connelly, from South Carolina.

Monday, May 26 Memorial Day, is a reduced staffing day.

Welcome back to Patricia Phillips-Doyle, RN Perry, part time Home Health. Welcome to Nancy Hanson, Calais, per diem Registration and Communications Clerk; Julie Fyvie, RN, Wisconsin temporary ED; and temporary summer students Tiffany Carson, Robbinston, laundry; and Emily Wilkinson, Calais, materials management and patient accounts.

Donna Gawe, RN part time Inpatient Unit has transferred to Home Health part time.

Congratulations to the following: Marty Nordstrom, RN on her recent marriage to Randy Comeau; Edith Marsh on the birth of her first grandchild, Ashlin Pheonix Marsh, born March 22 weighing 6 lbs 3 oz; Heather Berriault, communications & registration, and her husband Brandon on the birth of their first child Evan James born at CRH March 21 weighing 9 lbs 4 oz.; and Barbara Wheaton on the birth of her 5th grandchild, Rylan Sprague Gagner born March 4 to Robin and Robert Gagner of Hampden - a baby brother for Emily age 10 and Beau age 6.

Sympathy is extended to Mary Scott on the death of her husband; Sandra Cox on the death of her brother; Alicia Earle on the death of her mother-in-law; and Angela Olsson on the death of her uncle.



The winner from the Above and Beyond nominations for the month of March was Mike Keyes.

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.

Safety Committee Notice

Cellular phones may be hazardous to our patients' health! Incidents have been reported in hospitals linking cellular phone electro magnetic interference with electronic equipment.

Cellular phones must be turned off in all areas of the hospital except for the lobby, coffee shop, the classroom, ED waiting and boardroom. Staff are asked to inform anyone using a cellular phone in other areas of our policy. Remember never discuss protected health information on cell phones.



May Birthdays

Vicki Clark	1	Amy Day	16
Anne Sluzenski	2	Marti Comeau	16
Julie Ward	2	Daniel Pinney	20
Charles Nichols	2	Becky Thornton-Harriman	25
Kathy Goodine	3	Mary Caparotta-Blaney	29
Kimberly Spear	4	Tiffany Carson	22
Stacey Doten	5	Mary Scott	22
Donna Descoteaux	6	Carmela Diffin-Dewitt	24
Mary MacDonald	6	Benai Parks	25
Mary Beth Newman	6	Becky Thornton-Harriman	25
Teresa MacLean	8	Patricia Eldridge	27
Janet Perkins	8	Heather Berriault	28
Candace Kelley	10	Mary Phelan	28
Peter Yates	11	Kimberley Doughty	29
Dan Daley	12	M. Lorraine Blaney	29
Debra Demmons	15	Barbara Wheaton	31

Schedule of Events

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, May 2, 3 p.m.

Free Blood Pressure Clinic
Woodland Manor
Tuesday, May 6, 9 a.m.

AARP Driving Course
CRH Classroom
Wednesday, May 6 & 7, 8 a.m. - 12 noon

Encore Plus
Mona Van Wart's office at CRH
Thursday, May 8, 3 - 4 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save
Thursday, May 8, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, May 12, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, May 15, 11 a.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, May 21, 6 p.m.

Auxiliary News by Muriel MacArthur

CRH Auxiliary met on April 7 at the Methodist Rec Hall with 17 members present. Secretary's report was read and accepted as was coffee shop chairman's report.

Plans were made for Baby Day; at the Calais Methodist Church Hall on Tuesday, May 13 from 1-3 pm. Receptionists will be Mary Scribner and Grace Meader. Cookie makers will be Molly MacArthur, Irene Moreside, Ethel Young, Pat Yardley, Eilene O'Hara, Thelma Ross and Diane Brown.

The Annual Volunteer Dinner will be on Monday, May 19 at the Redclyffe Dining Room with dinner served at 5:30 p.m. Call and register with the switchboard.

The next meeting is May 5 with a potluck dinner at 6 p.m. Bring your best casserole and place setting.

The 50/50 draw was won by Barbara Mitchell.

Seniority by Carla McCann Bridges

A "55 Alive" driving course will be offered at CRH on Tuesday, May 6 & Wednesday, May 7 by AARP. This will be held 8 a.m. - 12 noon in the classrooms. The fee is \$10 (due the first class). Call to register.

Seniority is offering a CPR Course Instructed by Shelly Bodkin in the CRH Health Services Building Classrooms (Old CRH) on Thursday, May 8, 9-11 a.m. Please call 454-9262 to sign up.

Seniority members will join for a walk after breakfast behind International Motel on Wednesday, May 28, 8:15 a.m. May is National Senior Health & Fitness month.

JOB OPPORTUNITIES

Anesthesia

Full time

Rehabilitative Services

Occupational Therapist or PTA full time

Student Workers

Environmental Services

Nursing

ER full time & part time

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

*This newsletter is published monthly by
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Calais Regional Hospital
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Calais, Maine 04619

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