

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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November 26, 2008

Welcome to the New CEO

Calais Regional Hospital's Board of Directors is pleased to announce that Michael K. Lally has been named the hospital's new Chief Executive Officer. Lally was selected following a national search conducted by the Board and QHR, the hospital's management company. CRH has been under the direction of Harrell Connelly, Interim CEO, since April.

Lally comes to CRH with over 17 years of hospital CEO experience at the Westerly Hospital in Westerly, RI. For the past two years he has served as the Director of Clinical Business Affairs for the Miriam Hospital in Providence, RI.

"Mr. Lally brings an understanding of the everyday challenges faced by hospital staff, physicians and patients," states Linda Gralenski, CRH Board Chair. "This, combined with his experience in organization development, strategic planning, physician recruitment and quality initiatives, gives us a dynamic leader to see Calais Regional Hospital into the future."

Lally holds a masters degree of health services administration from the George Washington University in Washington, D.C. and a bachelor's degree of sociology from Bowdoin College in Brunswick, ME. He is also a candidate for a masters degree in public health from the University of California at Los Angeles.

In addition to his career responsibilities, Lally has been active with the United Way, the local YMCA, and his state Hospital Association. He is also a member of the American College of Healthcare Executives. He looks forward to being involved in the Calais community once he is settled in his new position.

"My wife Rita and I are thrilled to be joining the Calais community," Lally said. "During our recent visit, we experienced a very warm and genuine reception. Everything seemed to connect and the fit is ideal. This is a great opportunity for me to return to a small community hospital setting, one that I really love. We look forward to many successful years together."

Lally and his wife have two sons – Aaron, a Boston College graduate working in Boston, and Jason, a senior at the University of Rhode Island. Lally will assume his duties as Chief Executive Officer on January 5, 2009.



Michael K. Lally selected as the new CEO for the hospital.

Treebute to Life

The annual Treebute to Life program has begun. A donation of five dollars places a ribbon in memory of, in honor of, in appreciation of, or in celebration of a person or life event of special significance to you. Personalized ribbons are displayed on a tree in the CRH lobby with your designated name or event. Donations are listed in the CRH Annual Report by donor and the tributed person or event.



At your request, a letter will be sent to acknowledge your donation to the person of your choice. In January the ribbons may be picked up as keepsakes or to be used as bookmarks.

All donations to the Treebute to Life program benefit the CRH Annual Fund. Forms are in the front lobby.

HandBook Policy Refresher

PAYMENT OF HOSPITAL ACCOUNTS

As a convenience, employees may request payroll deductions as a method of payment of Hospital accounts. For payment guidelines, contact the Director of Patient Accounts or the Patient Financial Services Manager. Employee accounts are subject to the normal collection practices of all outstanding accounts.

Students Learn About CRH Careers

Two freshman class students at St. Stephen High School learned about healthcare careers at CRH in November. Danielle DelBiondo and Victoria Fowler spent time observing radiology diagnostic testing and laboratory scientific testing and phlebotomy, with technologists and assistants in these departments. Michelle is the daughter of Radiology Technologist Kim Matthews, and Victoria Fowler is the granddaughter of Jeannine Fowler, Manager of Registration and Communication. St. Stephen High School annually sponsors Take Your Kids to Work Day, a national initiative across Canada. There was nearly 100% participation by the 156 students in the grade nine class. SSSH has a student population of 680 students.

Thank you Notes

Our family would like to thank you for the cards and kind words during this time. It was very comforting and greatly appreciated.

Valerie & Bill Kilby and Family

I want to thank everyone for the flowers, cards and little bear. My grandchildren sure thought it was cute. They are still playing with it when they visit. Thanks again for your thoughtfulness during my stay in the hospital.

Sylvia Day

Apple Cider Break

The Events Committee is sponsoring an apple cider and cookie break for all staff and volunteers on Wednesday, December 10, 1:30 pm - 2:30 pm in the CRH classrooms. The committee will be drawing from all employee names for two certificates during the event, one from Hightower Steakhouse and one from Karen's Main Street Diner. The restaurants donated the certificates to the committee to use for staff in honor of great service received by family members.



Next Reduced Staffing Day

Christmas

Thursday, December 25



Employee News

Welcome to Amy Casey, Baileyville, Registration Ward Clerk ED part time; Crystal McLellan, Calais, Registration and Communication Clerk, part time; Heather Connolly, CNA Calais, full time Inpatient Care/OB and Sheila Cottrell, Baring, Medical Assistant CRMS full time.

The following have status changes: Kim Spear, CRMS OB/GYN receptionist and biller full time to full time Patient Accounts Representative; Sherry Reynolds CRMS Orthopedics receptionist full time to OB/GYN receptionist full time.

Sorry to see you go to Nancy Feiner, RN, ED who resigned from per diem.

Congratulations to Fred McLean who graduated from the CBP Border Patrol Academy in Artesia, New Mexico. Fred is the son of Laundry Supervisor Barbara McLean. He is now stationed in Arizona.

We are pleased to announce that Andrea Driscoll, RN, BSN has accepted the position of Quality Manager, replacing Stacey Doten who will change status to per diem laboratory technologist at the end of the year.

A Note of Thanks

A special word of thanks to each of you for your support and cooperation during the past months that I have had the privilege of serving as your Interim CEO. I have enjoyed the opportunity to make new friends and to assist each of you in the CRH healthcare mission. Best Wishes for your continued success.

Harrell Connelly
Interim CEO

Kudos Korner

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

- ◆ To the managers for approving dressing up for Halloween.
- ◆ To all of you who helped in any way with the recent Event's Committee activities! The Apples, Soup Event, Bernardini's Raffle, and Calendar of Cash have been very successful!
- ◆ To the CRH staff who donated for the turkey-a-thon.

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



The winner from the Above and Beyond nominations for the month of October was Forest Woodruff, Materials Management.

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

Events Committee Draw

The Bernardini's gift certificate winners were Dr. Nima Moghaddas, Julia Brilllott, Julie Ward, Jean Woodside, John Stanley and Kathy Arbo.

Thank you to Ray Davis who donated the six \$40 gift certificates to the committee.

Brian Walton	3
Carol McFarlane	7
Julie Richard	7
Luann Reppert	7
Sharon Goding	10
Dr. Renato Mendoza	12
Dr. David Feiner	13
Marie McKeown	13
Jane Ames	14
Mary McLellan	14
Karen Thomas	17
Sylvia Day	18
Heidi Williams	19
Erica Tracy	22
Jody Stevens	22
Dana Davidson	22
Mario Umali	23
Beth Dicenzo	23
Karen Sabattus	28
Janice Sullivan	29
Alicea Earle	29
Kathy Arbo	31
Norma Van Devander	31

Auxiliary News by Muriel MacArthur

Seniority by Carla McCann Bridges

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, December 2, 9 a.m.

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, December 5, 3 p.m.

Seniority Christmas Party
Methodist Rec Hall
Thursday, December 11, 5 p.m.

Caring Connections Support Groups
Mona Van Wart's office
Health Services Building
Thursday, December 11, 3-4 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, December 18, 11 a.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, December 31, 7:15 a.m.



CRH Auxiliary met on November 3 at the Rec Hall with 11 members present. The meeting opened with the Auxiliary prayer. Plans were made for our Christmas party that will be held at the Redclyffe on Monday, December 1 at 5 pm.

Plans were also made for our Christmas Bazaar which will be held in the CRH Classrooms on Thursday, December 11, 7 am - 3 pm. We need crafts, cooking, candy etc. Volunteers during the day are Gladys Greenlaw and Mary Scribner 7-9 am, Jean Leach and Thelma Young 9-11, Barb Mitchell and Irene Moreside 11-1pm, and Norma VanDevander and Molly MacArthur 1-3 pm.

The nominating committee was chosen to bring in a slate of officers for the year 2009. The committee is Carla Bridges, Jean Leach and Irene Moreside.

Winner of the 50/50 was Doris Trafton who gratefully donated her share back to the club.

Donation Day pie winners were John Churchill, Teresa MacLean and Betty Cates. The 50/50 draw winner was Carla Jundt.

September Breakfast Club winners were Bob Howbrigg, Irene Moreside and John Brooks. Our next breakfast is at the Wickachee Restaurant Wednesday, December 31, 7:15 a.m.

The Seniority Christmas party will be held at the Calais Methodist Homes Recreation Hall Thursday, December 11 at 5 p.m. The dinner will be catered by Cecil Moreside. Call and sign up before December 1 if you plan to attend. There will be a gift exchange. Men bring a gift for a gentleman; ladies bring a gift for a lady. Please note on the tag if the gift is for a gentleman or a lady.

JOB OPPORTUNITIES

Laboratory

MT/MLT full time

Calais Regional Medical Services

Receptionist, part time

Rehabilitative Services

Occupational Therapist full time

Physical Therapist full time

Nursing

RN ER full time

RN Inpt Care part time

This newsletter is published monthly by the community relations and human resources departments.

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