

# *Strategies Into Action*



*Calais Regional Hospital  
2010 Annual Report*

*Volume 12, No: 2    April 22, 2011*



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**Nothing's More  
Important Than  
Your Health**



## *View From The Horizon*

*Michael K. Lally,  
Chief Executive Officer*

“The path to long range goals is paved with short range objectives.” We at Calais Regional Hospital can certainly attest to the truth in this statement. Employees, medical

staff, board and committee members spent 2010 putting the plans and strategies developed the prior year into action. The accomplishments of the year were many of the short range objectives identified as necessary steps to reaching the long range goals set in our 2009 Strategic Plan.

In 2010 we successfully recruited three new providers: Dr. David Walter, Pediatrics; Dr. Mark DeMasi, Obstetrics/Gynecology; and Lourie Swimm, Family Nurse Practitioner. We added the new services of a hospitalist program and sleep center. We enhanced current services with the addition of new MRI equipment, a digital mammography unit and the expansion of our Special Care patient rooms. We invested \$14.9 million in community benefit and charity care. At the end of 2010, we began work to implement an organizational wide culture of safety program that will continue into 2011.



*Two Special Care Rooms were renovated to allow more space for equipment and staff to care for our most critical patients.*

We also received the Overall Best Performer Award from Avatar International, recognizing our staff for consistently providing exemplary service while caring for those in need. This award identifies CRH as scoring in the top 5% of Avatar's National Database for customer service.

In 2011 we will be moving forward with plans for a new medical office building, continuing to recruit providers to our community, adding more needed services and embarking on a community needs assessment that will provide guidance for future plans and goals.

As you read through the pages of this Annual Report, I hope that you get the sense of the accomplishments that were achieved and the improvements we are making. We hope community members take pride in Calais Regional Hospital as we strive to meet our vision of being known as the best rural hospital in Maine. On behalf of the leadership team, I extend our thanks and appreciation to our Directors, Trustees, Volunteers, Medical Staff and Employees for their committed efforts in providing compassionate, high quality, personalized care close to home.

*“The path to long range goals is paved with short range objectives.” -- author unknown*

## *View From The Horizon*

*Linda L. Gralenski,  
Board Chair*



It hardly seems possible that a year has already disappeared and it is again time for a report from your Board Chair. This has been another year of changes for the hospital. The most obvious change is the demolition of the former facility. In spite of weeks of rain, cold weather and other vicissitudes of nature, the project was completed on time and on budget. Further grading and seeding will be accomplished in the spring to give the area a more inviting look. Plans are underway to construct a medical office building to house the surgical and orthopedic departments.



*The unused portion of the former facility was removed in 2010.*

We added a 'sleep center', which helps diagnose such conditions as sleep apnea. The service, which started with one room once weekly, will be increasing to two rooms twice weekly to meet the demand. To make room for the increasing outpatient numbers at the Calais Regional Medical Services, the orthopedic practice was moved temporarily to the former Veteran's Clinic (until the new building is ready), and the pediatric practice moved into orthopedics former space. Now, there is more room and hopefully shorter waits for patients of the medical practice. The Radiology department added technologists so that appointments for special x-rays such as CT and ultrasound scans can be scheduled in a timely fashion. The new digital mammography equipment was installed and is the delight of the technologists who perform the exams. In 2010 several free community education dinners were organized. Complimentary delicious meals were followed by informational talks by one of our doctors or other health professional on important health topics. These have proven to be well-received by community members. In addition, changes in committee structures (both Hospital and Medical Staff) and new oversight procedures were put in place to ensure continued quality care in every department.

*continued on page 18*

## *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, dedication to quality, honest, integrity and ethical behavior. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.*



*"Even if you're on the right track, you'll still get run over if you just sit there" --Will Rogers*

## Giving Back to Our Community

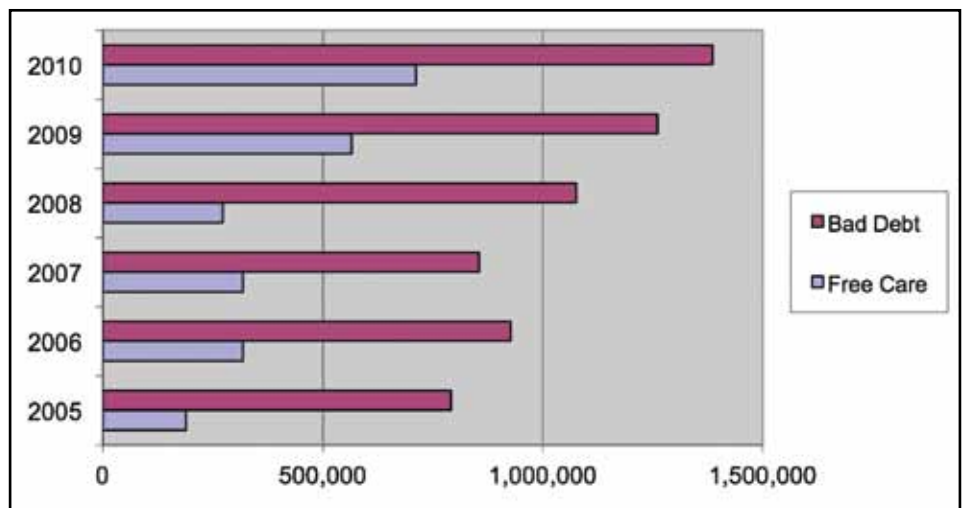
As a not-for-profit hospital, Calais Regional Hospital is committed to giving back to the community to help those who are uninsured or under insured as well as providing health education and benefits for the well being of the entire community. We know that by giving back we help promote a healthier community and build a stronger economy for us all!

Here are just a few of our annual contributions to the residents and organizations in our area:

- More than \$700,000 in charity care for hospital services.
- \$1.386 million in care for non-collectible services
- \$12.8 million for government-sponsored healthcare including indigent-care programs.
- Staff and executive participation with community organizations such as American Cancer Society, Chamber of Commerce, Relay for Life, Local School Systems, Washington County Community College, Rotary, St. Croix Valley Healthy Communities, Washington County: One Community and others.
- Calais Regional Hospital staff sits as the co-chair of the Downeast District Coordinating Council for Public Health. The Downeast District represents Washington and Hancock County and is charged with developing a public health plan for the counties.
- Many community members annually attend educational programs and health screenings held at the hospital and in our communities each month. Programs feature timely health topics, presented by physicians, nurses, dietitians and other clinical professionals.

*In 2010, Hospital staff educated area high school students on possible healthcare careers through job shadowing and career fairs. This service is coordinated by the human resources department.*

**Free Care and Bad Debt Historical Data**



*“Great things are done by a series of small things brought together.” - Vincent van Gogh*

## Reflecting on Success

CRH was proud and excited to add new and updated services in 2010.

The **Hospitalist Program** was implemented in June. A Hospitalist is a physician who specializes in caring for patients admitted to the hospital. Because they work right in the hospital, they can see patients quickly and more than once a day, if needed. A Hospitalist also allows our internal medicine providers more time to care for patients in the office setting. This new service provides our community with a collaborative team of excellence in health care.

In July, the new Calais Regional Hospital **Sleep Center** began providing services. It is equipped to diagnose a wide range of breathing disorders and other conditions experienced during sleep. Patients spend a night where they are monitored for sleep apnea and other disorders. The new service includes state of the art monitoring with diagnostic equipment by a trained technician in a comfortable setting with a sleep number bed.

Calais Regional Hospital was excited to begin providing **Digital Mammography** services just in time for Breast Cancer Awareness Month in October. Hospital staff and representatives from the USDA held a Saving Lives Presentation to celebrate. The USDA awarded the hospital a \$200,000 grant towards the purchase of the new digital equipment.

At Calais Regional Hospital, we work hard to bring you the best in healthcare. The Hospitalist Program, Sleep Center and Digital Mammography are top quality services CRH is very excited to provide to the community.



*In October 2010 CRH held a Saving Lives Presentation for the newly installed digital mammography equipment. USDA presented the hospital with a framed print for the mammography room. l to r: Cheryl Zwingman-Bagley, CNO; Camela Deschene, Director of*

*Practice Management; Suzanne Crawford, Board Vice Chair; Kristi Saunders, Director Human Resources and Compliance; Michael K. Lally, CEO; Bonny Beausoleil, Mammographer; Virginia Manuel, USDA Rural Development State Director; Bernie McAdam, CFO; Mona Van Wart, Breast Cancer Survivor; DeeDee Travis, Director Community Relations, Development and Customer Service.*

*In 2010, many hours of staff time was dedicated to providing free support group meetings for the health conditions of cardiac disease, breast cancer and diabetes.*

*“A journey of a thousand miles must begin with a single step.” ---Lao Tsu*

## Working to Improve Our Quality of Care

Calais Regional Hospital is committed to quality patient care, as evidenced by our years of participation in national, state and internal quality improvement projects. We participate with such key organizations as the Northeast Quality Health Care Improvement Organization, and the Quality Improvement Organization for Maine, New Hampshire and Vermont.

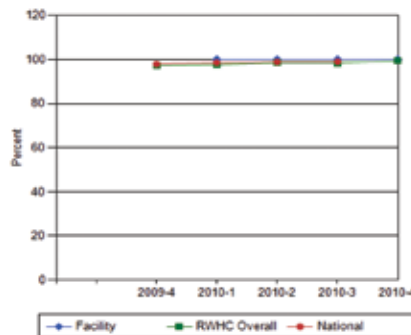
CRH actively takes part in the following national quality initiatives: 5 Million Lives program, Core Measures by the Centers for Medicare and Medicaid (CMS), National Quality Forum for Safe Practices, the Leapfrog Group and Medication Spotlight Survey. In addition, we have implemented many more initiatives because they were the right thing to do.

Each year brings new quality indicators to track and measure. In 2010 the surgical core measures had two indicators added: urinary catheter removal within one or two days following surgery and temperature management for surgery patients. CRH has met these measures 100% of the time since their introduction one year ago. (See graphs below).

At CRH, we recognize and value the important role quality plays in providing cost-effective services and improving patient safety. The heart of any of our quality initiatives is our understanding of key processes, measuring data and sharing data for the purpose of continually improving the patient experience. In the hands of dedicated and collaborative caregivers, these can be powerful tools for quality care.

*In 2010, many Hospital staff members served as preceptors - mentoring and teaching healthcare students, providing over 3,800 hours of oversight at a human resource value of over \$92,000.*

### Temperature Management of Surgery Patients



### Urinary Catheter Removed 1 or 2 Days After Surgery



Facility - CRH. RWHC - a vendor that processes data for CRH and other hospitals across the nation and submits the information to the national CMS database.

*“Continuous effort – not strength or intelligence – is the key to unlocking our potential.”*

*– Sir Winston Churchill*

## Recognized for Success

In 2010 Calais Regional Hospital was recognized with four awards for healthcare service quality by Avatar International, a research company that conducts patient satisfaction surveys for hospitals across the nation. Calais Regional Hospital was one of 18 hospitals to receive the Overall Best Performer award, which represents the top 5% in Avatar's National Database.

"To consistently deliver exemplary quality service for all patients throughout an organization is not an easy task," said David Medvedeff, PharmD, MBA, CEO of Avatar. "As a winner of Avatar's Overall Best Performer Award, CRH demonstrated an ability to achieve consistency and maintain high levels of patient satisfaction."



*Above are the employees that were honored for a combined service of 300 years at the 2010 CRH Employee Awards Banquet.*

CRH also received the Exceeding Patient Expectations award for all patient types. This is the eighth consecutive year the hospital has received this award. The Ambulatory Surgery area received two Most Improved awards for the categories of Exemplary Service and Loyalty and Endorsement.

"We take great pride in these awards because they are based on how our patients score the hospital and staff for service and quality," stated Michael Lally, CEO. "In essence, these awards come from our patients, which make them very meaningful and special."

"This recognition is a testament to all CRH employees, physicians and volunteers," acknowledged Linda Gralenski, CRH Board Chair. "The people that make this possible are the ones who meet and interact with the patients, guests and visitors every day."

The patient surveys are a source of feedback that identifies both excellence in care as well as opportunities for improvement. If you are ever a patient and receive a survey in the mail, please be sure to return it. Your feedback provides a means for CRH staff to serve you better.

*"Success is about ingredients and execution."*

*---- Thomas Keller*

*In 2010, Hospital staff participated in the State of Maine Car Seat Program, providing 88 low cost car/booster seats for area children, as well as arranged assistance in the proper installation of the seats.*

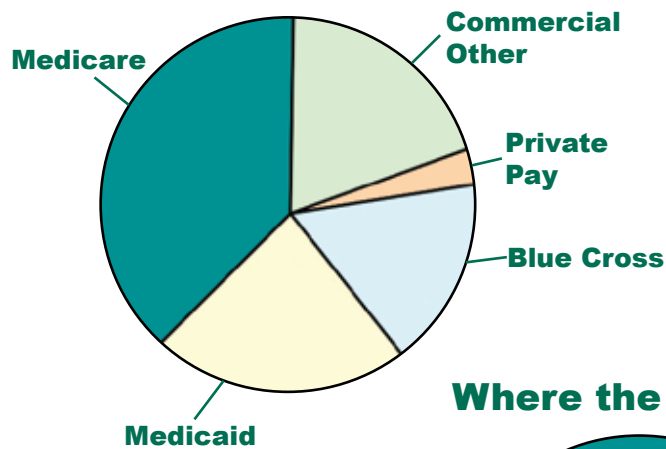
# Financial Stewardship

*In 2010, many Hospital staff worked to coordinate and provide over 1,800 Flu shots at area businesses, public clinics, physician offices and local schools. The hospital also held a free community flu clinic.*

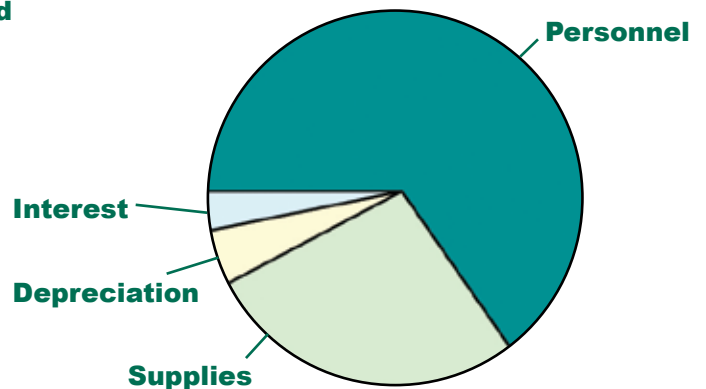
INCOME FOR SERVICES RENDERED	Year Ending December 2010
Hospital Services	\$23,088,899
Radiologist Services	456,507
Rural Health Services	2,105,963
Home Health	405,152
Patient Services Total	\$26,056,521
Received From Non-Patient Sources (Grants, Rental Income, Cafeteria, Etc.)	\$659,100
<b>TOTAL FUNDS RECEIVED</b>	<b>\$26,715,621</b>
EXPENSES FOR 2010	
Employee Compensation	\$15,717,956
Employee Benefits	2,655,418
Purchased Services	3,094,418
Debt Payments	359,430
Capital Purchases (Equipment)	674,136
Demolition of Old Facility	525,427
Supplies and Other Expenses	2,792,304
Interest on Debt	896,532
<b>TOTAL EXPENSES</b>	<b>\$26,715,621</b>

Note: This representation is based on December 2010 Interim Financial Statements prior to audit and cost report filing.

## Where the Money Came From



## Where the Money Went



# Financial Stewardship

THIS IS WHAT WE OWN	Year Ending December 2010
Cash On Hand	\$ 330,536
Investments With Restricted Use	3,710,656
Money Owed CRH from Operations	4,153,365
Prepaid Services	126,944
Supplies On Hand	506,972
Year End Value of Building & Equipment	18,467,663
Amounts owed by Medicare & Medicaid	2,433,130
<b>TOTAL</b>	<b>\$29,729,266</b>
THIS IS WHAT WE OWE	
Long-Term Debt	16,881,778
Outstanding Bills, Expenses & Other Obligations	4,331,718
<b>TOTAL</b>	<b>\$21,213,496</b>

*Calais Regional  
Medical Services  
began offering  
Saturday  
office hours  
in 2010  
to increase  
appointment  
availability  
for patients.*

## Customer Statistics

Calais Regional Hospital is a board governed, not-for-profit facility, incorporated in 1938. It serves northern Washington County with an approximate population of 14,000. The service area spans north to Topsfield, west to Wesley and south to Eastport.

Average Length of Stay (days)	2.8	CT Scans	3,697
Births	89	Respiratory Care Procedures	3,828
Electrocardiograms	2,961	Cardiac Rehabilitation Visits	3,441
Holter Monitor Tests	156	Pulmonary Rehabilitation Visits	356
Emergency Room Visits	10,759	Rose Room Treatments	410
Laboratory Procedures	210,742	Clinic Visits	445
Surgery Cases	1,047	Home Health Visits	3,002
Patients Admitted	730	Home Based Care	4,794
Swing Bed Admits	90	Calais Regional Medical Services Visits	
Rehab Services Treatments	22,390	Rural Health Clinic	14,906
Radiology Exams	10,013	Surgical Services	961
Ultrasound Exams	2,135	Orthopedics	2,264

# Working Together To Serve Our Communities

## 2010 DIRECTORS

John Bloemendaal	Pembroke
Dennis H. Brown	Alexander
Herbert J. Clark	Charlotte
Lawrence Clark	Calais
Suzanne Crawford	Robbinston
George Finch	Eastport
Linda L. Gralenski	Pembroke
Marshall G. Hennequin	Robbinston
Neil Lane	Edmunds Township
Everett Libby	Calais
Dennis L. Mahar	Pembroke
Aaron Morris	Calais
G. Cecil Moreside	Calais
Sharon Weber	Calais

Directors are also trustees

### Medical Staff Representatives 2010

Cressey Brazier, MD  
 Karen Hadam, MD, JD  
 Christopher Hayward, D.O.



*Calais Regional Hospital 2010-2011 Board of Directors*

## BOARD OF TRUSTEES

Diane Barnes	Calais	Charles B. Livingstone	Calai
Ruth Brittain	Danforth	Muriel MacArthur	Calais
Gloria I. Clark	Calais	Joyce Maker	Calais
Edith A. Colson	Calais	Gary D. Martell	Baileyville
Kenneth J. Colson, Jr.	Alexander	Kathryn Mekelburg	Robbinston
Derek Czerwinski	Calais	Marianne Moore	Calais
James L. Dean, III	Calais	Leslie Mulligan-McMichael	Calais
Peter DelMonaco, Jr.	Calais	Dennis L. Owen	Calais
James A. Dudley	Dennysville	Darren Ripley, Sr.	Waite
Louis Esposito	Eastport	Donald C. Roffey	Baileyville
Katharine Evans	Pembroke	James Owen Ross, PhD	Skowhegan
David Feiner, M.D.	Calais	Thomas Rostas, MD	Eastport
Glenna Wood Ferris	Charlotte	Mary Sappier	Perry
Ed Fritz	Calais	David J. Simmons, M.D.	Calais
Sharon Frost	Calais	Jon Speed	Princeton
Nancy Green, CNM	Calais	Vincent L. Tammaro	Baileyville
Keith Guttormsen	Calais	Joan L. Tracy	Charlotte
John Hadam	Calais	Andres Verzosa	Portland
Judith L. Hall	Eastport	John M. Wakin	Meddybemps
Harland Hitchings	Princeton	Mary L. Wallace	Princeton
Diane C. Hunnewell	Calais	Peter S. Wilkinson, D.O.	Calais
Debora Kinney	Cooper	Sandra Yarmal	Perry

## HONORARY TRUSTEES

Barbara M. Abercrombie	Portland	Ashley L. O'Brien	Livermore
Edmund J. Cassidy	*Georgia	Peter G. Pierce	Cape Elizabeth
Vinton E. Cassidy	Calais	Priscilla W. Pyle	Gray
Darrell C. Elsemore	*Ohio	Perry S. Rankin	Bucks Harbor
David J. Fletcher	Calais	Ronald Renaud	Alexander
Gail E. Gould	Calais	Paul J. Shelley	*Alabama
Brian E. Hallowell, O.D.	Calais	John W. Smith, Sr.	Calais
Jane E. Hinson	Machias	Mary Stover	Calais
Douglas V. Hundley	Perry	Steve J. Takach	Grand Lake Stream
Dorothy M. Leavitt	*New York	Robert L. Treworgy	Calais
Dolph G. Lentz	Calais	Ronald L. Welch, M.D.	Litchfield
Gordon E. Lord	Calais	Jean G. Wood	Calais
James L. McGlamery	Calais	*Out of State	

# Working Together To Serve Our Communities

## Medical Staff 2010



*Karen Hadam, M.D., J.D.  
Chief of Staff*



*Cressey Brazier, M.D.  
Vice Chief of Staff*

### Medical Staff

#### **Anesthesiology**

Karen Hadam, M.D., J.D.

*Chief of Staff*

#### **Emergency Medicine**

Cressey W. Brazier, M.D.

*Vice Chief of Staff*

#### **Family Practice**

Antoanela Zaharia, M.D.

#### **General Surgery**

Robert W. Chagrasulis, M.D.

David Feiner, M.D.

*Past Chief of Staff*

Christopher B. Hayward, D.O.

#### **Internal Medicine**

Nadeem S. Ali, M.D. (res 8/10)

John S. Tkach, M.D.

Peter S. Wilkinson, D.O.

#### **Internal Medicine/Nephrology**

Shahid Mansoor, M.D. (res 7/10)

#### **Obstetrics/Gynecology**

Mark DeMasi, M.D. (eff 4/10)

Manuel Hensley, M.D.

#### **Orthopedics**

Michael W. Kessler, M.D.

#### **Pathology**

Richard R. Riemersma, M.D.

#### **Pediatrics**

David Walter, M.D. (eff 2/10)

#### **Radiology**

Edward C. Barrera, M.D. (res 10/10)

#### **CRMS Allied Health**

Nancy Green, C.N.M.

Chrys Landrigan, PA-C

Anne Perry, F.N.P.

Lourie A. Swimm, F.N.P. (eff 7/10)

Christopher G. Scalabrin, F.N.P.

## NURSING STATISTICS

Registered Nurses	51
Licensed Practical Nurses	4
Certified Nursing Assistants	13
Ward Clerks	6
Central Supply Aides	2
Activity Coordinator	1
Nursing Admin Assistant	1
Home Hlth Business Coordinator	1
Case Management Director	1
Medical Social Worker	1
Home Health Data Entry Clerk	1
CRNA	1

#### National Certifications

Critical Care Nursing	2
Medical/Surgical Nursing	6
Obstetrical Nursing	3
Perioperative Nursing	2
Gerontological Nursing	1

#### Clinical Certifications

Advanced Cardiac Life Support	40
Chemotherapy	3
Emergency Pediatric Nursing	3
Neonatal Resuscitation	13
Pediatric Advanced Life Support	17
Trauma Nursing Core Course	3
OASIS Specialist	1

The 2010 Calais Regional Hospital Medical Staff also includes nine courtesy consulting physicians from various specialties, seven subcontracting NES physicians, and eighteen allied health professionals.

# Working Together To Serve Our Communities

## Administration 2010

### EMPLOYEE STATISTICS

Full Time	195
Part Time	32
Per Diem & Temp	26
<b>TOTAL STAFF</b>	<b>253</b>
Female	207
Male	46
Average Age	46.5
Average Tenure (yrs)	9.4
Longest Current Tenure	42
Turnover, annual	
CRH	6.8%
Nationwide	28.9%
Healthcare	38.5%

### SENIOR MANAGEMENT

Chief Executive Officer	Michael K. Lally
Chief Fiscal Officer	P. Bernard McAdam
Chief Nursing Officer	Cheryl Zwingman-Bagley, RN, MSN, NEA-BC
Calais Regional Medical Services	Camela J. Deschene, MBA
Community Relations and Development	DeeDee Travis
Human Resources and Compliance	Kristi K. Saunders, PHR

### DEPARTMENT LEADERS

Accounting	Marian H. Guire
Anesthesia	Karen Hadam, M.D., J.D.
CRMS Patient Accounts	Mellissa S. Kenney
Case Management	Erica Pike, RN, BSN
Clinical Dietetic Consultant	Mona Van Wart, RD/LD
Facilities, Safety, Security, Environmental	Cody M. Stow (res 04/10) Michael Cyr (eff 4/10)
Food Services	Heather L. Rambjor
Information Systems	Steven D. McFadden
Point of Care	Vicki S. Clark, RNC
Laboratory	John E. Thayer, MT (ASCP), BA
Material Management	Forest P. Woodruff, Jr., MBA
Health Information	Patricia Hoard, RHIT(res 10/10)
Nursing	
Community Education & Cardio-Pulmonary Rehab	Shelly L. Bodkin, RN
Emergency Department	Shelly L. Bodkin, RN
Inpatient Care Unit	Catherine A. Scullin, RN, CCRN (res June) Luann Reppert (eff 07/10)
Home Health	Dolly A. Newcomb, RNC
Nursing Service Managers	Edmond T. Fritz, RN Julie A. Reynolds, RN Melissa K. Royer, RN Barbara J. Wheaton, RN
Obstetrics	Mary E. McLellan, RNC, BSN
Surgery	Michael S. Bodkin, RN Kathleen M. Irving
Patient Accounts	Becky S. Hansen, PharmD
Pharmacy	Andrea Driscoll, RN(res 05/10) Teena Dominie, MN (eff 6/10)
Quality Management	Dana K. Davidson, RT
Radiology	Shirley A. Reed, DPT (res 11/10) Kristine Mesman (eff 11/10)
Rehabilitative Services	Diane Canuel, CRT
Respiratory Care	Debora M. Kinney, LSW
Social Services	

*“An idea that is developed and put into action is more important than an idea that exists only as an idea.” - Buddha*

# Working Together To Serve Our Communities

## CRH Auxiliary

The Calais Regional Hospital Auxiliary supports the Hospital and its vision to be known as the best rural hospital in Maine. Auxiliary members work to promote CRH through increased community awareness and fund raising activities. In 2010 the Auxiliary completed their pledge of \$40,000 to the Digital Mammography Fund raising Campaign.

The Auxiliary operates the Coffee Shop in the Main Lobby of the hospital, which is how most of their funds are raised. The shop is staffed by volunteers Monday - Friday, 9 a.m. to 4:30 p.m. Auxiliary meetings are held the first Monday of each month except for July, August and September at the Methodist Homes Rec Hall. Yearly dues are \$5. If you are interested in becoming an Auxiliary member or, just volunteering in the coffee shop, please call 454-9262.

Much appreciation is extended to the members of the Auxiliary for their tireless efforts in supporting CRH.

### 2010 AUXILIARY MEMBERS

Jessie Baig  
Mae Berry  
Diane Brown  
Cynthia Carter  
Ann Caswell-Boyd  
Sylvia Day  
Pat Fellers  
Sharon Frost  
Gladys Greenlaw  
Doreen Hill  
Michael Lally

Mary Lane  
Barbara Lang  
Jean Leach  
Sharon LeConte  
Muriel (Molly) MacArthur  
Carla McCann Bridges  
Marie McGarrigle  
Grace Meader  
Barbara Mitchell  
Shirley Monteer  
Cecil Moreside

Irene Moreside  
Ilene O'Hara  
Kristi Saunders  
Mary Scribner  
Joan Tracy  
Doris Trafton  
Dr. Dorsey Van Devander  
Norma Van Devander  
Lorraine Wilson  
Pat Yardley  
Ethel Young

### 2010 AUXILIARY OFFICERS



Patricia Yardley  
Secretary



Pat Fellers  
President



Norma Van Devander  
Vice President &  
Coffee Shop Treasurer



Lorraine Wilson  
Treasurer

*In 2010, CRH provided over 2,700 hours of employee education to keep our employees updated so we can better meet the healthcare needs of the communities.*

*"The essence of strategy is choosing what not to do."*

*--- Michael Porter*

# Friends of Calais Regional Hospital

## Annual Fund Contributors January through December 2010

At Calais Regional Hospital we invest in the future of the communities we serve through improvements in our facility, technology and services we offer. In turn, Calais Regional Hospital takes great pleasure in recognizing the supporters who invest in us. The following list recognizes donors who made contributions received during 2010.

### ***Director's Circle - \$1000 and up***

---

Amelia Peabody Charitable Fund  
Cressey & Teresa Brazier  
CRH Auxiliary  
Davis Family Foundation  
Mr. & Mrs. Ray H Davis Jr

The First N.A.  
The International Motel  
Machias Savings Bank  
Bernie & Joan McAdam  
Mrs. Elizabeth Merrithew

### ***Benefactors - \$500 to \$999***

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Dahl-Chase Pathology Associates  
Linda & Frederick Gralenski

### ***Founders - \$250 to \$499***

---

Dr. William P. Butler  
Rita & Michael Lally  
Dolph Lentz  
Drs. Ann & Ryan Lin  
Richard Mingo Construction, Inc.  
Kristi & Sam Saunders  
DeeDee & Joe Travis  
Mrs. Cheryl Zwingman-Bagley  
& Mr. Lance Bagley

### ***Century Club - \$100 to \$249***

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Mr. Milton Adelman  
Mr. John R. Bloemendaal  
Calais Tire & Auto Supply  
Mr. Richard L. Carroll  
Central Maine Orthotics and Prosthetics  
Sterling D. Crowe  
Derek Czerwinski  
Mr. Bill DelMonaco Sr.  
Camela Deschene  
John & Marie Dudley  
Mr. and Mrs. Ed Fritz  
Jeff and Marian Guire  
Dr. Michael Kessler

Mr. Neil Lane  
Lane Construction Corporation  
Mr. & Mrs. Charles Lanigan  
Brand Livingstone  
Mrs. Grace Meader  
Ms. Mary Gail Menzel  
Mr. and Mrs. Aaron L. Morris  
Mr. and Mrs. Maynard C. Morrison  
Ron & Eleanor O'Neill  
Ms. Mary Sappier  
Drs. David and Ann Simmons  
Dr. David & Ruth Sousa  
Mary Wallace  
Mr. and Mrs. Donald Webster

### ***Friends - up to \$99***

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A&E Plumbing  
Frank & Suzie Birgfeld  
Mr. Harry E. Boone  
Mr. and Mrs. Gregg E. Brooks  
Mr. John K. Brooks  
Dennis & Theresa Brown  
Daune & John Browne  
Mr. and Mrs. Parks Carle  
Vicki & Michael Clark  
Mrs. Doris Corthell  
Sheldon & Donna Eagan

Jane L. Gillespie  
Dr. William and Gail  
Gould  
Harris Point Shore  
Cabins & Motel  
Glenda & Ed Kokoszka  
Elaine & Vincent Lodge Jr.  
John Marshall  
Mr. and Mrs. John  
McDonald  
John & Mary Meacher

Mrs. Kathryn Mekelburg  
Miss. Inez Mills  
Christopher & Frances  
Mulcahy  
Mr. Dayle M. Owen  
Quoddy Tides  
Shirley & Doug Richardson  
Mr. Theodore P. Sperdakos  
Richard & Janice Stanhope  
Cody & Jolene Stow  
Mr. Andre Verzosa

*In 2010, Hospital  
staff conducted  
about 300 free  
blood pressure  
screenings at  
clinics in Calais,  
Baileyville and  
Pembroke.*

# Friends of Calais Regional Hospital

## Memorials 2010

All memorial money received is expended judiciously to improve and broaden the health care services of Calais Regional Hospital. To make a donation in memory of a friend or loved one, simply send your donation with the memorial information to the CRH Memorial Fund. A notification of the donation is sent to the family.

**In Memory of Jennie Thomas**

CRH Family  
Mr. Robert L. Treworgy  
David & Kathy Irving  
Patti & Jeff Gagner  
Bill & Barbara Dalton

**In Memory of Catherine S. Allen**

Sandra Sprague

**In Memory of Arlene Barnard**

CRH Family  
Donnie & Mary-Jo Burgess

**In Memory of Rose Mary Elizabeth McCray**

CRH Family

**In Memory of Lois McNamara**

Sam & Kristi Saunders  
Cecil & Irene Moreside  
Marion Wright  
David & Beverly Sherman  
Edwin & Mary Clift  
Fred & Constance Allen  
Bill & Dede Bullock, Jr. Foundation and the  
Bullock Family  
Ruth MacKechine

**In Memory of Kilby Kneeland**

CRH Family

**In Memory of Cleo E. Seavey**

Cheryl Zwingman-Bagley, Mary McLellan, Barb  
Wheaton, Shelly Bodkin, Mike Bodkin, Mary-Jo  
Burgess, Cathy Scullin, Luann Reppert, Vicki  
Clark, Dolly Newcomb, Teena Dominie, Andrea  
Driscoll, Julie Reynolds and Melissa Royer.

**In Memory of Helen Sullivan**

CRH Family

**In Memory of Eileen Rowe**

Ray and Betsy Davis

**In Memory of Robert Clark**

Dorothy and Dennis Monroe  
Maine Insurance Agents Association  
Eastern Maine Electric

**In Memory of James M. Hadam**

CRH Family

**In Memory of Helen H. Sullivan**

Dana & Judy Turner

**In Memory of Earle Bailey**

Dave & Kathy Irving

**In Memory of Madeline Campbell**

Dr. & Mrs. D.C. Van Devander

**In Memory of Elizabeth Tingley**

Mr. & Mrs. Cecil Moreside

**In Memory of Mavis Phelan**

Susan Paull

**In Memory of Dorsey Van Devander**

Donnie & Mary-Jo Burgess  
John & Marina Nixon  
Michael & Vicki Clark  
Gladys Greenlaw  
Mr. & Mrs. Cecil Moreside  
Judith Thornton  
Robert Treworgy  
Ray & Betsy Davis Jr.  
Drs. David & Ann Simmons  
Mr. & Mrs. Donald Rouwenhorst  
Wayne & Lorraine Pike  
Sam & Kristi Saunders  
Mary Wallace  
Jerome Sampson  
Ellen Sampson  
Lightning Bolt Investors

*In 2010,  
the hospital  
provided \$712,067  
in uncompensated,  
free care, which is  
\$145,000  
more than the  
prior year.*

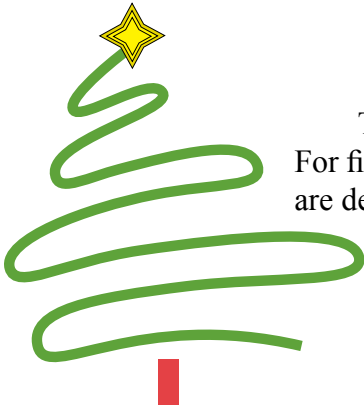
## Capital Campaign Contributors January through December 2010

We at CRH wish to thank the donors who have continued to make payments in 2009 on the pledges that made our new facility a reality. Continued payments over time shows the commitment of our donors to keeping their promise to the communities we serve.



Jo-Anne Bartlett  
Bonny & Patrick Beausoleil  
Frank & Suzie Birgfeld  
Harold, Zane & Jena Clossey  
Donna Descoteaux  
Greg & Mary Desjardin  
Ms. Marlene Dobson  
Diane P. & Edgar L. Griffith  
Christopher B. Hayward D.O.  
Mrs. Carol McElarney

Carol & Everette McFarlane  
Alden-Donna Mingo Mingo's Evergreen  
Jon A Speed  
Sunrise Eye Care PA  
Dr. and Mrs. George Taylor  
The Thomas Family  
Judy Thornton  
Ericka Tracy  
Mario D & Luzviminda L Umali  
Heather & Randy White



## Treebute to Life

The Treebute to Life fundraiser raised \$953 to benefit the 2010 CRH Annual Fund. For five dollars participants bought a ribbon for a special person or event. These ribbons are dedicated:

- In Memory of
- In Honor of
- In Appreciation of
- In Celebration of

**In Memory of:**

Lewis M. Wheeler  
Charlotte E. Claridge  
by: Beryl W. Gallant

**In Memory of:**

Louis Preston  
Frank Preston  
by: Love Joan Stevens

**In Memory of:**

Pauline "Honey" Chase  
Winifred Lentz  
by: Dolph Lentz

**In Memory of:**

Herbert Skip Quayle  
by: Christine Quayle

**In Memory of:**

Senta Dwelley  
by: Nannie Monk

**In Appreciation of:**

April Free  
by: Nannie Monk

**In Appreciation of:**

Brenda Prout  
by: April Free

**In Memory of:**

Hilda J. Greenlaw  
by: Allen Greenlaw Sr.

**In Memory of:**

Max Berry  
by: Mae Berry

**In Memory of:**

Lawrence Bright  
Jesse Trafton  
by: Lisa Trafton

**In Memory of:**

Mr. & Mrs. Lewis E. Kenison  
by: Leoniece A. Kenison

**In Memory of:**

Eleanor Johnson  
by: Sharon Johnson

**In Memory of:**

Stanley McConvey Sr.  
Stanley McConvey Jr.  
Lois Greenlaw  
Bobby Foster Jr.  
by: Bob & Mabel Foster

**In Appreciation of:**

Dr. Wilkinson  
Dr. Bob Chagrasulis  
Donna Mills  
DeeDee Travis  
Carla Bridges  
Lorraine Wilson

**In Memory of:**

Irene Moreside  
Mary Barnard  
Sharon Frost  
Mollie MacArthur  
Ann Sullivan  
Brenda Prout  
Mona Van Wart  
Norma Van Devander  
Art & Cynthia Carter  
Christine Felker  
Sarah Marsanskis  
by: Pat Fellers

**In Memory of:**

John C. Dougherty  
Earl C. Hill  
by: Debbie & Russell Hill

**In Appreciation of:**

Health Information Dept  
by: Stacy McLaughlin

**In Memory of:**

J. Jackson  
by: Stacy McLaughlin

**In Memory of:**

Chad Casey  
by: Pete & Susan Casey

**In Memory of:**

Wesley Adam Dewitt  
by: His Loving Family

**In Memory of:**

Richard S. Diffin Sr.  
by: His Loving Family

**In Appreciation of:**

My Registration Co-Workers  
by: Carmela

**In Memory of:**

Brian J. Flynn  
by: Brenda Prout

**In Memory of:**

Doug Jackson  
by: Deane Jackson

**In Appreciation of:**

The Girls in Cardiac  
Rehab  
by: Deane Jackson

**In Appreciation of:**

The Staff of  
Calais Regional Hospital  
by: John & Jeanne Katkavich

**In Appreciation of:**

All housekeepers  
by: John M. Stanley

**In Memory of:**

Hilda VanWart  
Harry VanWart  
Bill VanWart  
by: Mona VanWart

**In Appreciation of:**

Susan Casey  
by: Mona VanWart

**In Memory of:**

Violet Stevens  
by: Dennis Stevens

**In Memory of:**

Dawn Marie Morisery  
by: Mike & Marilyn Trafton

**In Memory of:**

Carl and Essie Carter  
Milton and Gladys Stanhope  
by: Richard & Janice Stanhope

**In Memory of:**

John F. Fitzsimmons  
Heather Colson  
Archie T. Mitchell  
Hazel Mitchell  
A.E. Fox  
Alice M. Colson  
James A. Colson  
by: Kenneth & Edith Colson

**In Memory of:**

Jewel Beckett  
by: Allen & Pam

**In Memory of:**

Doug Frost  
by: Wife, Sharon

**In Memory of:**

Connie Wight  
Amy Diffin  
Matt Diffin  
by: Sharon Diffin

**In Memory of:**

Sallee McShane  
Danny Parks  
by: Ken & Karen Berry

**In Memory of:**

Hazel & Eddie Chambers  
Frank & Barry Chambers  
Walter & Calvin Brown  
by: Joyce Brown

**In Memory of:**  
Elizabeth Tingley  
Murray Tingley  
Mary Morrison  
Walter Morrison  
by: Kay & Leo Morrison

**In Memory of:**  
Larry Smith Sr.  
Larry Smith Jr.  
T. William Caswell  
by: JoAnne Bartlett

**In Appreciation of:**  
Belinda Smith  
by: JoAnne Bartlett

**In Memory of:**  
Ted Donovan  
by: Mary Donovan

**In Memory of:**  
Joyce Poole  
Pauline Tracy  
by: Peggy & Terry Brownlee

**In Memory of:**  
Francis Greenlaw  
Lois Greenlaw  
Bobby Foster Jr.  
by: Pauline

**In Memory of:**  
Gerry Beckett  
by: Allen & Pam

**In Memory of:**  
Tommy O'Hara  
by: Wife Ilene & Family

**In Memory of:**  
Stanley McConvey Sr.  
Stanley McConvey Jr.  
by: Pauline, Janice, Tiara Skye

**In Appreciation of:**  
CRH Health Information  
CRH Physicians  
CRH Emergency Dept.  
CRH Nursing Staff  
by: Edmond Fritz

**In Memory of:**  
Brent Mascher  
Margaret Volz  
Kate Lee  
Gerry Fritz  
Bill Fritz  
Bob Doherty  
by: Edmond Fritz

**In Memory of:**  
Mr. & Mrs. "Beaver" O'Neil  
Marty Bailey  
Bill Bailey Sr. & Bill Bailey Jr.  
Jim Scullin  
by: Cathy Scullin

**In Memory of:**  
Ralph Palmer  
Nina Richardson  
by: His Family

**In Memory of:**  
Sallee MacShane  
by: Norma Van Devander

**In Memory of:**  
Fred Hamilton  
by: Rachel Hamilton

**In Appreciation of:**  
Joanna Hamilton  
by: Rachel Hamilton

**In Memory of:**  
Clem Yardley  
by: Pat Yardley (wife)

**In Memory of:**  
My Special Friend  
Audrey Bryson  
by: Jean Woodside

**In Memory of:**  
Ralph & Nellie Clark  
Leo & Ethel Annas  
by: Herbie & Eileen Clark

**In Memory of:**  
Sidney B. MacArthur  
Edward (Spud) Wheelock  
by: Molly MacArthur

**In Celebration of:**  
Our great granddaughter  
Quinn Taylor Arsenault  
by: Gramps and Nana Moreside Great  
Grandparents

**In Memory of:**  
Colleen O'Brien  
by: Kathleen Stevens

**In Memory of:**  
Arthur Johnson  
Aunt Shirley Dudley  
Uncle Jason Smith  
Uncle William Murphy  
by: Katie, Heather, John Bridges

**In Memory of:**  
Allard E. Cilley  
by: Tina & Don Laney

**In Memory of:**  
Perry & Allard Cilley  
by: Carolyn Cilley

**In Memory of:**  
Joseph & Valdric Deschene  
by: Lousie Deschene

**In Memory of:**  
Saige Ellsmore  
by: Tomi and Alan Ellsmore

**In Celebration of:**  
Addison Ellsmore  
by: Tomi & Alan Ellsmore

**In Memory of:**  
Mary Livingstone  
by: Brand Livingstone

**In Memory of:**  
Phillip Livingstone  
by: Brand Livingstone

**In Memory of:**  
Philip Douglas Moreside  
by: Cecil & Irene Moreside

**In Appreciation of:**  
Coffee Shop Workers  
by: Irene Moreside

**In Appreciation of:**  
Dolly Newcomb  
by: Eugene & Linda Newcomb



# Services Provided

## EDUCATION/SUPPORT GROUPS

Cardiac Rehabilitation  
Diabetes  
Caring Connections  
Reach to Recovery

## CLINICS

Blood Pressure  
Cardiology \*  
Ophthalmology  
Prosthetics-Orthotics  
Wound Care Service

\* Physician referral required

## NUTRITION COUNSELING

A registered dietitian provides one on one nutrition/diet counseling with a physician referral.

## SPEAKERS BUREAU

Calais Regional Hospital provides speakers for schools, clubs, meetings, businesses, civic groups and other requesting organizations on a wide variety of health related topics and issues. To schedule a speaker, contact the community relations department at 454-9227.

## CRH SUPPORTED EVENTS

### American Cancer Society

Daffodil Days  
Relay for Life

### Area Schools

The Peanut Fair  
Health Fairs  
Career Days  
Healthy Lunch Committee

### Polar Bear Dip

### Domestic Violence Awareness

## PRENATAL CLASSES

Prenatal classes are offered four times each year in February, May, August and November. For more information, call 454-9227.

## COMMUNITY EDUCATION

Community Education provides local employers and organizations with:

Flu Vaccines  
Cholesterol Screenings  
Hearing & Eye Testing  
TB Testing  
Hepatitis A & B Vaccines  
CPR Training & First Aid Classes  
Other services as requested

*In 2010,  
Calais Regional  
Medical Services  
Rural Health Clinic  
provided 2,089  
immunizations for  
its pediatric  
patients, not  
including  
flu vaccines.*

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## Board Chair Report

continued from page 3

Economic issues still plague hospitals in Maine, but measures taken by CRH two years ago to contain expenses while maintaining quality care and patient safety continue to keep the hospital's fiscal health strong. The Administrative Team and all staff and physicians of the hospital have worked hard to maintain access to quality, compassionate and professional care to our patients and their families. The CRH family provides many services right here in Calais (surgery, orthopedics, obstetrics, diagnostic tests, chemotherapy, physical, occupational and speech therapy, cardiac rehab and more) so you and your family do not have to travel far away from home and loved ones. Best of all is the wonderful group of people who provide the tender care, testing, clean and safe environment, delicious food, a kind word and a smile to all who enter our doors. I am proud and grateful to be a part of this fine group of caring people.

# Schedule of Events

## May

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, May 3, 9 a.m.

Cardiac Rehabilitation Support Grp  
CRH Classroom  
Friday, May 6, 3 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, May 9, 6-7 p.m.

Free Blood Pressure Clinic  
Calais Methodist Homes Rec Hall  
Tuesday, May 10, 11 a.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, May 12, 3-4 p.m.

Seniority Day Trip  
The Jackson Laboratory, Bar Harbor  
Friday, May 13, 8:00 a.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, May 18, 6-7 p.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, May 25, 7:15 a.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, May 27, 11 a.m.

## June

Cardiac Rehabilitation Support Grp  
CRH Classroom  
Friday, June 3, 3 p.m.

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, June 7, 9 a.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, June 9, 3-4 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, June 13, 6-7 p.m.

Free Blood Pressure Clinic  
Calais Methodist Homes Rec Hall  
Tuesday, June 14, 11 a.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, June 15, 6-7 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, June 16, 11 a.m.

Lunch and Learn  
CRH Classroom  
Tuesday, June 21, 2011 10:30 a.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, June 29, 7:15 a.m.

## July

Cardiac Rehabilitation Support Grp  
CRH Classroom  
Friday, July 1, 3 p.m.

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, July 5, 9 a.m.

Seniority Ice Cream Social  
CRH Classrooms  
Friday, July 8, 1:30 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, July 11, 6-7 p.m.

Free Blood Pressure Clinic  
Calais Methodist Homes Rec Hall  
Tuesday, July 12, 11 a.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, July 14, 3-4 p.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, July 20, 6-7 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, July 21, 11 a.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, July 27, 7:15 a.m.

## Message from Carla to Seniority

Seniority is taking a tour of the Jackson Laboratory in Bar Harbor on Friday, May 13, leaving from CRH at 8:00 am. This is a car pool event, please call and sign up. We will meet for lunch following the tour in the Labs dining area.

Jackson Laboratory is an independent, nonprofit organization focusing on genetics research to advance human health. Its mission is to discover the genetic basis for preventing, treating and curing human disease, and to enable research for the global biomedical community. The Lab conducts genetic research, provides scientific services and genetic resources to laboratories around the world, and educates students of all ages through courses, internships and other programs.

Seniority members and guests are invited to a Lunch and Learn in the CRH Classroom on June 21 at 10:30 a.m. Chief Nursing Officer Cheryl Zwingman-Bagley will be talking about the new telemedicine services available at CRH in the Special Care Rooms on the Inpatient Care Unit and the Critical Care Rooms in the Emergency Department. Call to register for the event at 454-9262.

Seniority's Annual Ice Cream Social is Friday, July 8 at 1:30 p.m. to celebrate National Ice Cream Month. CEO Michael Lally will join us to serve and provide an update on current hospital issues.



DeeDee Travis  
*Editor*

Michael K. Lally  
*Chief Executive Officer*

Carla McCann  
*Secretary*

Linda L. Gralenski  
*Board Chair*

DeeDee Travis  
*Contributing Writers*

The Newsletter is published for the benefit of the communities we serve. For more information about this newsletter, to make suggestions for articles in future issues or for information about the Hospital in general, contact the Community Relations Office at: 454-9248, [community@calaishospital.org](mailto:community@calaishospital.org) or write to us at 24 Hospital Lane, Calais, Maine 04619.

## Working Together To Serve Our Communities

Calais Regional Hospital has been providing healthcare for Eastern Washington County for many decades. Our dedication to the communities we serve extends beyond the medical services we provide. CRH takes part in a variety of health fairs and community events to provide health education and support for many organizations. Our hospital considers it an honor to be a part of our community and our staff takes part in many ways - by serving on local boards and organizations, staffing events, providing services and supplying in kind goods to name a few. Serving the community is very important to CRH.



*Hospital staff volunteer time for planning and staffing at the Peanut Fair to benefit a local Parent Teacher Group.*



*In 2010 CRH offered three Community Dinner Educations, free to participants. Topics covered were:*

*Colonoscopies, Asthma and Women's Health.*



*CRH has been represented at the Relay for Life since it began in 1998.*

*CRH participates in health fairs and conferences across our service area. (top, Indian Township Health Fair; right, Eastport Health Fair.)*



*CRH provides first aid supplies to Greenland Point in Princeton for use during the various week long camp events.*

