

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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April 26, 2011

National Hospital Week

May 8- 14, 2011

The theme for National Hospital Week 2011 is "Champions of Care", a powerful and uplifting tribute to the wonderful work of health care providers. Many events have been planned for National Hospital Week, May 8 - 14.

The Volunteer Dinner will be held on May 2 at the St. Croix Country Club to celebrate the numerous volunteers that are part of the CRH Family. CRH Munchy Bucks will be included with paychecks on May 5. Baby Day, sponsored by the CRH Auxiliary, will be held at the Calais Methodist Church on Tuesday, May 10 at 12:30 p.m. for all babies born at CRH in 2010.

The Employee Awards Banquet will be at the Redclyffe Dining Room on Tuesday, May 10 beginning at 5:30 p.m. Wear jeans for a good cause on Wednesday, May 11 for a donation of \$3 see community relations or Mary-Jo Burgess, and the proceeds will be donated to the Great Strides Walk at the Calais Waterfront Park on Saturday, May 21 for the Cystic Fibrosis Foundation. Scoops for the Troops will be in the cafeteria and the CRMS Atrium on Wednesday, May 11 from 2:30 - 3:30 p.m. Friday, May 13 is Free Dessert Day in the cafeteria. A healthy dessert option will be available. The night shift will be treated to pizza Saturday, May 7 and Saturday, May 14.

Employees are invited to take part in the "Genetic Link" contest. Photos of CRH employee's relatives will be on display in the framed display case across from Patient Accounts. See if you can find the "Genetic Link" and match the correct employee to their family member. Submission forms are located at the display case or are available from the switchboard. Submit your guesses to Community Relations by 9 a.m. May 16. A prize drawing will be held out of the submissions with all correct answers.

National Employee Health and Fitness Day is Wednesday, May 18. CRH will be participating. Watch for the schedule of events celebrating this day.

All employee names will be entered for random drawings held at the various events. The grand prize is 8 hrs of PEP time to be drawn on Friday, May 13. Happy Hospital Week to all!

"Champions of Care"



Culture of Safety

Patient Safety is one of our Nation's most pressing health care challenges. A positive Culture of Safety is one in which communication is founded on mutual trust, the importance of patient safety is shared by everyone and there is confidence that measures to prevent error and patient harm are in place and efficient. Calais Regional Hospital (CRH) has decided to take a



Heidi McCann, RN, is the new Patient Safety Manager in Quality Management.

proactive approach to address this very important initiative.

Appointed by the Board of Directors and Medical Staff Joint Conference Committee, the CRH Culture of Safety Task Force mission is to *promote an ongoing Culture where all CRH employees, members of the Medical Staff, patients and families are advocates for patient safety and patient rights.*

The Culture of Safety is an integral component of our Statement of Purpose, Vision and Values as we serve our community. This will be accomplished with the following guiding principles: a) promotion of team interaction, b) establishing reliable processes and c) creating a *Just Culture* environment.

Upon the direction of this Task Force, a *Survey on Patient Safety Culture* was completed by approximately 80% of employees. The results of the survey were reviewed, analyzed and shared with hospital staff. The Quality Management Department has been reorganized and a Patient Safety Manager has been hired. An organization-wide kick off for the Culture of Safety Program will be held in May and June by the Quality Management Department. Watch for the schedule of classes and be sure to register for a session. A Culture of Safety does not happen overnight. This will be a continuous, on-going effort with a goal of implementing a fully integrated Patient Safety Program that incorporates the National Quality Forum's Safe Practices.



Ed Fritz, RN, is the new Risk Manager in Quality Management.

HandBook Policy Refresher

Disability Insurance

Long and Short Term Disability Insurance protects the employee's paycheck if he or she becomes seriously ill or disabled. Full and part time employees, who have completed three months of employment, may purchase this insurance at enrollment at group rates through payroll deduction, at their expense.

COMPLIANCE

W-4 Withholding Allowances

With the recent filing of taxes, this is a good time to evaluate the number of allowances or exemptions you claim. Forms are available in Accounting to increase or decrease or have additional amounts withheld for State and Federal withholding.

ValuesLine 1-800-273-8452

American Cancer Society Relay For Life

Mark your calendars; the Relay for Life is June 10, 6 pm - 6 am. To register as a walker go online to www.relayforlife.org. Contact CRH Team Leader Anna Lozier at 454-8195 or Anita Scribner at ext. 261 with questions. More information will be provided about the event as the date approaches.



Pension Plan Appointments

Terri Gulliver, Lincoln Life pension representative, will be at CRH Thursday, April 28 from 8 a.m. to 4 p.m. in the Classroom to meet with employees on an individual basis to discuss questions on quarterly statements, new investment options or retirement planning. This is a good opportunity for employees who are about to become eligible to discuss how the plan works and investment options. To book a time, call HR ext 303 or 454-9303.

Employee News



Welcome to Mary Brown, Pembroke, ED Ward Clerk part time; Anna-Lee Higgins, RN, St Stephen, OB full time; Mary Love, MT Laboratory, temporary; Sally Johnson, Family Nurse Practitioner, Red Beach, full time; and James Riley, Laconia NH, Interine HIM Director.

The following have status changes: Mario Umali, RN full time to per diem; Kristen Fowler, ED Ward Clerk per diem to who will also work Laboratory Assistant per diem; and Beth Boomer, RN IPCU per diem to full time.

Congratulation to Mellissa and Jamie Kenney on the birth of their daughter Kaydence Randelle born March 14 weighing 7 lbs 11oz and 20 inches long, this is a younger sister to Karagan.

Sorry to see you go to Betty Cates, CRMS who's relocating.

The winner from the Above and Beyond nominations for April was Mark Nischwitz. This was submitted by Mary-Jo Burgess and Cheryl Zwingman-Bagley for offering to work to help cover NSM's sick call. Twelve nominations were presented this month.

To recognize someone through the Above and Beyond Program, simply complete a recognition card available in the lobby, cafe and Inpatient Care employee lounge and submit to community relations for a chance to win a prize.

Kudos Korner

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

- To the hospital staff for all the support to the gift shop over the years.
- To everyone who donated to the Raffle raising money for employee activities. Congratulations to all the winners.
- To all who helped with the Pediatrics Open House.
- To Kathleen Stevens RNC who passed her test for COS-C (Certificate for OASIS Specialist-Clinical).

Submit Kudos to community relations.

Student Training

Brittani Roussel of Woodland High School recently job shadowed staff in Radiology.

Several students in the Maine for Job Graduates Program at Calais High School at CRH. Also recently job shadowed physical therapy, nursing and radiology. Students include Gina Bailey, Rebecca Redding, Mali Soctomah and Mallory Drew.



Mallory Drew of Calais High School Julia Brilllott, RT.

May Birthdays

| | |
|-------------------------|----|
| Vicki Clark | 1 |
| Anne Sluzenski | 2 |
| Julie Reynolds | 2 |
| Charles Nichols | 2 |
| Kathy Goodine | 3 |
| Lourie Swimm | 3 |
| Kimberly Spear | 4 |
| Donna Descoteaux | 6 |
| Mary MacDonald | 6 |
| Mary Beth Newman | 6 |
| Janet Perkins | 8 |
| Candace Kelley | 10 |
| Peter Yates | 11 |
| Dan Daley | 12 |
| Jennifer Howard | 13 |
| Amy Day | 16 |
| Tiffany Carson | 22 |
| Carmela Diffin-Dewitt | 24 |
| Becky Thornton-Harriman | 25 |
| Benai Parks | 25 |
| Cheryl Zwingman-Bagley | 28 |
| Kimberley Doughty | 29 |
| Portia Demerchant | 30 |
| Barbara Wheaton | 31 |

Schedule of Events

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

Cardiac Rehabilitation Support
Group
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.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, May 19, 11 a.m.

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

Auxiliary News by Pat Fellers

April showers bring May flowers...and sometimes snow showers as well! Thanks to everyone who helped with our Spring Donation Day. Pie makers were Irene Moreside, Ilene O'Hara, and Norma Van Devander. Pie winners were Heather Ross, DeeDee Travis, and Jeannine Fowler. Pat Fellers won a gift certificate lunch for two at the Calais Motor Inn. Barbara Lang won the 50/50 draw. It was suggested that we have one Donation Day each year.

The Easter Basket Raffle winner was Shirley Ray Coburn and 50/50 was Joan Brooks.

Baby Day is May 10, 12:30 p.m. to 1:30 p.m., at the Methodist Church Community Room. Elmo will be dropping by. Arrive by 12 noon if you signed up to help or bring supplies. Call Linda Culleton or Carla with any questions.

Plan to attend the next meeting: **Annual Volunteer Dinner** on May 2, at 5:30 p.m. at the St. Croix Country Club. RSVP to Carla by April 29. Come join and celebrate with the many CRH Volunteers.

Seniority by Carla McCann Bridges

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

JOB OPPORTUNITIES

Accounting:

Clerk, Part Time

Anesthesia:

CRNA, full time

Health Information:

Director, full time

Information Systems:

Network Support/Technician: full time

Inpatient Care Unit:

Hospitalist: full time physician

Registered Nurse

ED part time & full time

Inpatient special care, temp full time

Inpatient special care, full time

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

This newsletter is published monthly by the community relations and human resources departments. CRH is an equal opportunity provider.

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Calais, Maine 04619

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