

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 XXV. No. 5
May 25, 2011

Mary-Jo Burgess Presented with 2011 Excellence Award

Calais Regional Hospital is pleased to announce that Mary-Jo Burgess is the recipient of the 2011 Excellence Award. The CRH Excellence Award is an honor given to an individual who exemplifies teamwork, respect for people, service to others, outstanding customer service & dedication to quality. Nominated by her peers, Mary-Jo was described as always having outstanding customer service skills since her first days on the job.

Mary-Jo is a hometown girl. She grew up, graduated, got married and raised her son in Calais. She has spent the last 35 years working at CRH. The first 12 years she spent at the switchboard greeting all who came in the main entrance. In 1988 she moved to the Patient Accounts Department, where as Sr. Patient Accounts Representative, she earned Certification as a Patient Account Technician. For the past eight years she has worked as the Nursing Administrative Assistant.

In her nomination for this award, Mary-Jo was described as someone who is very demanding of herself, believing her work needs to be perfect. Her work as a founding member of the CRH Event's Committee is no exception. She works tirelessly with the team on their many activities in an effort to add fun-at-work to our culture. Mary-Jo was described as being very respectful of her co-workers and with customers within the hospital.

Mary-Jo's life outside the Hospital is centered on her family. She and her husband, and best friend, Donnie live in Calais. She has a close relationship with her parents, their son Robbie and their precious grandchildren, Baylee and Hayden. In their down time they enjoy four wheeling, searching for sea glass and of course time with their son, daughter-in-law and grandchildren.

CRH is proud to present Mary-Jo with the 2011 Excellence Award and nominate her for the Maine Hospital Association's Caregiver of the Year Award.



L -to R, Mary-Jo Burgess was presented with the 2011 CRH Excellence Award by CNO Cheryl Zwingman-Bagley

CRH Breaks Ground on New CRMS Medical Office Building

The Calais Regional Hospital (CRH) Board of Directors invited the community, staff, city and state representatives, and trustees to a groundbreaking ceremony for a new Calais Regional Medical Services medical office building. The new medical office building will bring the Surgical Services and Orthopedics practices together in one space. Community leaders, medical providers and hospital administration joined in the official groundbreaking. Speakers at the event included Board Chair Linda Gralenski, CEO Michael K. Lally, Chief of Staff Dr. Bob Chagrasulis and Orthopedic Surgeon Dr. Michael Kessler.

The groundbreaking marks the realization of a vision created and worked on by the Hospital's Building and Grounds Committee, along with administration and the medical staff since the summer of 2010. CRMS hopes to welcome patients at the new medical office building by September.



L-to R; Taking part in the groundbreaking ceremony was Dr. Christopher Hayward, CEO Michael Lally, Director of Practice Management Cammi Deschene, Dr. Mike Kessler, Board Chair Linda Gralenski, Building and Grounds Committee Chair Lawrence Clark, Dr. Bob Chagrasulis, and Family Nurse Practitioner Christopher Scalabrin.

HandBook Policy Refresher

The Hospital provides two 15-minute paid breaks to employees working a 7 1/2, 8 or 12-hour shift or one 15-minute break in a 5 hour shift. Employees are expected to return from breaks promptly. Employees who work more than a 6-hour shift shall receive a half-hour unpaid meal break. Break time is not cumulative and may not be banked to shorten the workday or lengthen the meal break. In the event customer load prevents an employee from receiving a break, the time is lost. Schedules will be determined by department supervisors. A 15-minute break cannot be taken in two or more shorter breaks.

Employees may not leave the Hospital campus on paid break time. Employees leaving the hospital campus for personal reasons will clock out when they leave and clock in when they return. This is not required for the half hour meal break because it is unpaid time.

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.

COMPLIANCE

Education

Mandatory training for all employees each calendar year is required. Electronic and live training is provided. Annual mandatory training required of all staff includes Corporate Compliance, Fire Safety, Infection Control and Sexual Harassment in the Workplace. Clinical staff is required to complete EMTALA and Standard Precaution training. Based on position, CPR, ACLS and PALS are required.

Employee News



Welcome to Carolyn Romano, Calais, Accounting Clerk part time; Randi Brown, Calais, Laundry, temporary summer; and Brenda Nedeau-Deveaux, RN, Pennsylvania full time IPCU. Pauline Beach, Lab Assistant, is transferring to CNA on OB; Kristen Worden, full time Lab assistant from Princeton.

Sorry to see you go to Alicea Earle, RN who has accepted a position closer to home.

Congratulations to Radiology Technologist Kristy Harkins and husband Jason on the arrival of Layni Reid on April 27 weighing 7 lbs 8 oz, a sister for Jayce.

Sympathy is extended to Nancy Green on the death of her father and to Anne Perry on the death of her mother.

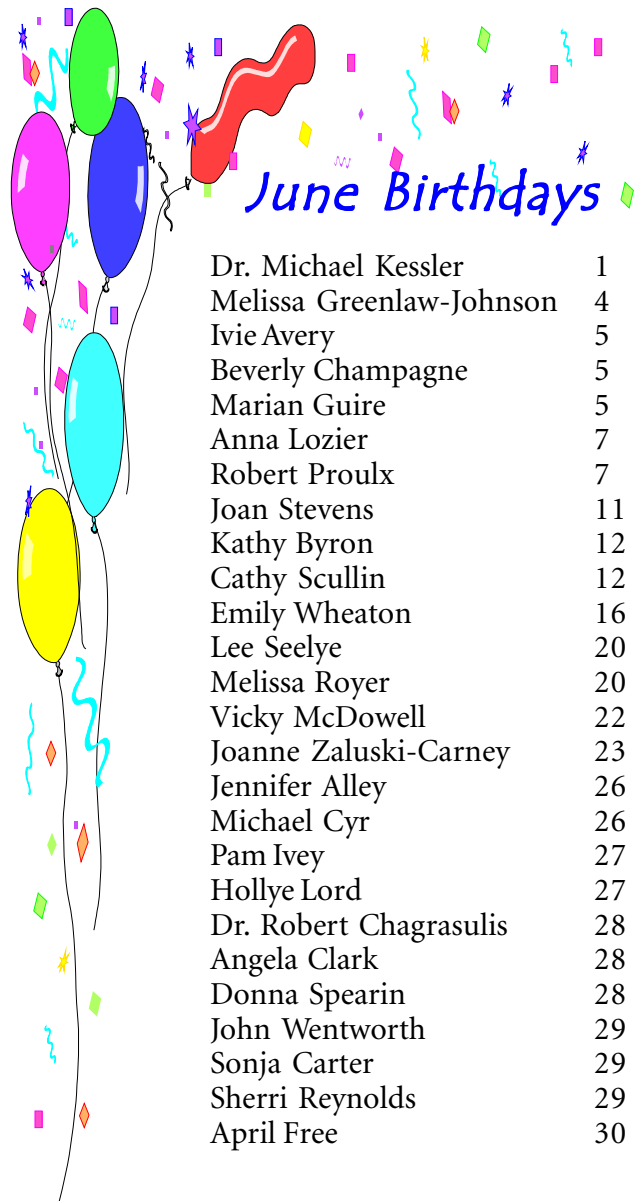
Bernie's Retirement Celebration will be June 29, 1:30-3:00 p.m. in the classroom.

The winner from the Above and Beyond nominations for May was Rebecca Lingley. Rebecca was nominated by ED Staff for her work on the white boards. Twenty 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.

Relay For Life

Mark your calendars; the Relay for Life is June 10, 6 pm - 6 am at the WCCC campus. To register as a walker or to make a donation to the CRH Team, go online to www.relayforlife.org. Contact CRH Team Leader Anna Lozier at 454-8195 or Anita Scribner at ext. 261 with questions.



Dr. Michael Kessler	1
Melissa Greenlaw-Johnson	4
Ivie Avery	5
Beverly Champagne	5
Marian Guire	5
Anna Lozier	7
Robert Proulx	7
Joan Stevens	11
Kathy Byron	12
Cathy Scullin	12
Emily Wheaton	16
Lee Seelye	20
Melissa Royer	20
Vicky McDowell	22
Joanne Zaluski-Carney	23
Jennifer Alley	26
Michael Cyr	26
Pam Ivey	27
Hollye Lord	27
Dr. Robert Chagrasulis	28
Angela Clark	28
Donna Spearin	28
John Wentworth	29
Sonja Carter	29
Sherri Reynolds	29
April Free	30

Kudos Korner

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

- ◆ To Mary-Jo Burgess, Barbara McLean, Ivey Avery and Debbie Kinney for being nominated for the 2011 Excellence Award and to their colleagues who nominated them.
- ◆ To all the employees who wore jeans that raised \$166 for the Cystic Fibrosis Foundation.
- ◆ Congratulations to Eleonore Sullivan for passing the Ambulatory Nurse Certification exam.

Submit Kudos to community relations.

Student Job Shadowing

Students completing job shadow experiences in Radiology were Marissa McGovern and Chelsey Worden from Woodland High School and Arielle Hornbrook in Occupational Therapy from Calais High School.

CareLetter

National Hospital Week

National Hospital Week, May 9 - 15 was very busy with many events on the CRH campus. This year's theme was 'Champions of Care'.

Over 60 volunteers attended the Annual Volunteer Dinner held at the St. Croix Country Club and catered by Husa Eagan on Monday, May 2. This annual event is held to recognize and thank CRH volunteers for their gifts of time and talent throughout the year.

Baby Day 2011 was a celebration of babies born at CRH the prior year. Cookies and drinks were enjoyed by all of the young guests of honor. They were busy having photos taken with Elmo and checking out their peers. Thanks to volunteers who staffed the event and to the cookie makers.

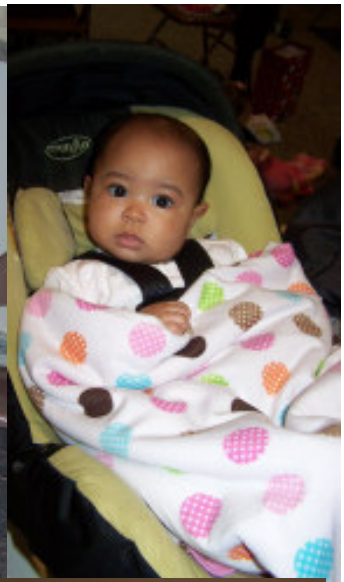
Employees took part in the "Genetic Link" photo contest. The winner was Kathy Irving. Wear Jeans Day was held during the week to support the Cystic Fibrosis Foundation. \$166 was raised.

As always, "Scoops for the Troops" was a popular event with Bernie McAdam, CFO; DeeDee Travis, Community Relations Director, Cammi Deschene, Practice Management Director and Linda Gralenski, Board Chair serving ice cream to employees. Thirty seven employees were honored for a combined service of 545 years at the Annual CRH Employee Awards Banquet.

There were many winners randomly drawn throughout National Hospital Week with a variety of prizes awarded. Winners were Ed Fritz, Lisa Trafton, Amy Day, Pam Reynolds, Debbie Kinney, Mary Brown, Diane Brown, Samuel Benigno, Donna Mills, Eleonore Sullivan and Elena Mikelis was the grand prize winner of 8 hours of pep time. Thank you to all the events committee members who helped make these activities such a huge success.



CareLetter
National Hospital Week Pictures



Schedule of Events

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.

Seniority 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.

Auxiliary News by Pat Fellers

An extremely cold and wet May arrived along with frosty daffodils, tulips, and forsythia.

Twenty-seven CRH Auxilians enjoyed the annual Volunteer Dinner at the St. Croix Country Club. Thank you and kudos to the CRH Administration and Board for providing a delicious meal and quality time to meet and greet the volunteers

Members of the Auxiliary provided another successful Baby Day in honor of all the babies born this past year at Calais Regional Hospital. The children and their parents were welcomed by Elmo while Carla snapped pictures of the memorable day. Each child received a story book. Many thanks to Linda Culleton for chairing this committee.

The next meeting will be on June 6 at 5:30 p.m. at the Methodist Homes Rec. Center. It will be a potluck. Bring your own place setting.

No meetings during July, August, and September.

If anyone wishes to volunteer to chair the July 4 Basket Raffle and 50/50 Draw, please call Pat at 454-2444 before the June 6 meeting.

Seniority by Carla McCann Bridges

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.

JOB OPPORTUNITIES

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

Home Health, part 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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24 Hospital Lane
Calais, Maine 04619

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