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*Nothing's More Important Than Your Health*

## Meet Our New CFO

Nancy Glidden has joined CRH as Chief Financial Officer. Nancy relocated from Huntingdon, Pennsylvania where she was Chief Financial Officer at J.C. Blair Memorial Hospital. Previously she was CFO at Millinocket Regional Hospital in Millinocket ME from 1997 to 2006.

Nancy earned a Bachelor Degree in Business Administration with a concentration in Accounting and Finance from the University of Southern Maine and the University of Maine in Orono. She is enrolled in the Masters in Business Administration Program in Health Care Management through the University of Phoenix.



Nancy is delighted to have the opportunity to return to Maine. She grew up and raised her family in Millinocket. Her youngest son, Ted, lives in Bangor, her daughter Caitlin lives in Portland, and her oldest son, Rye, lives in Albuquerque, NM. In addition, she has two brothers who live in the Portland area and one living in Essex Junction, Vermont. She is excited about the pending birth of her first grandchild in November.

## Physician Assistant Jennifer Yandow Joins the ED Staff

Calais Regional Hospital is pleased to welcome Jennifer Yandow, Physician Assistant. Jennifer brings over seven years of experience to CRH as a physician assistant. Prior to coming to Calais, Jennifer worked as a Senior PA in the Interventional Cardiology Department at Columbia Presbyterian Hospital in NY. This was a large 50 bed service run by PA's.



Jennifer purchased a home and relocated  
*continued on page 7*

# Happy Retirement

## Bernie McAdam, CFO

Bernie McAdam retired on June 30 from Calais Regional Hospital. His career spanned more than four decades in Aroostook, Washington County and two Florida hospitals.

Bernie joined CRH in 2001 as Chief Financial Officer. During his tenure he was part of the Administrative Team that established Calais Regional Medical Services, the replacement hospital and the new CRMS medical office building opening soon.

Bernie is a “county boy” graduating from Easton High School. He earned a BS degree in Business Administration from Husson College in Bangor. He is also a Vietnam Veteran.



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## Donna Gawe, RN

Donna Gawe, RN was wished well at a recent informal retirement dinner with close colleagues and friends.

Donna joined CRH in 2004. She worked on the Inpatient Care Unit as staff and charge nurse and most recently in the Department of Home Health as an RN. Although retiring from her regular schedule, she will be available to help on a per diem basis.



Donna’s career spans more than four decades of professional nursing in Maine, Connecticut and New Jersey. She also worked in nursing homes in Washington County and for Community Health and Counseling Services and Sunrise Homecare. She is a graduate of St. Francis Hospital School of Nursing in Hartford CT.

“Donna brought a wealth of experience to our home health agency”, said Dolly Newcomb, HH Director. “She truly enjoyed caring for her patients and their families and always went the extra mile to help them. We all wish her well and will miss her.”

Her plans are to enjoy the beautiful Maine fall ahead at her home in Perry and spend time with her family including daughter Colleen LeClair of Bucksport and Michelle Gawe of Burlington, VT and son Thomas Gawe of Pennsylvania. Also George and Tillie her Newfoundland dogs, that love the snow.

## 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.*



# CRH Welcomes New Department Directors

## Emergency Department Director

CRH is pleased to announce that Krista Collins, RN, has been promoted to the position of Director of the Emergency Department. She began her new role in June.



Krista was first employed at CRH while in high school working in food services, then as a CNA in the ED and on medical surgical. She graduated from Calais High School and completed liberal studies classes at WCCC. In 2003 she earned her Associate of Science Degree in Nursing from the University of Maine at Augusta. She is currently preparing for the National Certification in Emergency Nursing Exam and has begun the BSN program through the University of Maine at Fort Kent.

Her work experience includes eight years in the ED at CRH. She also has worked three years with Discovery House in Calais. She held traveling nurse assignments at Hospitals in Farmington, Lincoln and Bangor and has worked the last three years as Clinical Leader/Charge Nurse/Clinical Nurse II in the Emergency Department at St. Joseph's Hospital in Bangor. She holds certification in BLS, ACLS and PALS.

## Health Information Director

Ann M Ingersoll, RHIT has joined CRH as Director of Health Information Management.



Ann leaves the position of HIM Department Transcription Supervisor and Educator at the 96 bed Aroostook Medical Center (TAMC) in Presque Isle. For the past five years she has been responsible for 11 transcriptionists providing services for 60 physicians.

She has also held HIM positions at Health Reach Network of Maine General Medical Center in Waterville and at Redington Fairview General Hospital in Skowhegan.

Ann earned a degree in Health Information Technology from Kennebec Valley Community College in Fairfield and the Registered Health Information Technology (RHIT) credential from American Health Information Management Association (AHIMA). She also holds a Medical Secretarial Science degree from Beal College in Bangor. She is a member of AHIMA and the Maine Health Information Management Association. Ann joined CRH in August.

# Knees



not what  
they used  
to be?

Learn about the causes of knee pain and  
your options at a FREE dinner education.

Presented by: Dr. Michael Kessler  
October 13, 2011, 5:30 pm  
Calais Regional Hospital Classroom  
To register, please call 454-9262

## Community Dinner Education

Unfortunately, the knees you're born with don't come with a lifetime warranty. When working properly, they give you decades of mobility and help you lift everything from groceries to grandchildren. But, as years pass, arthritis often sets in. It may start with an occasional ache or an uncanny ability to predict rain. At its worst, knee arthritis may prevent you from being active during the day and sleeping at night. That's why you should know there's help for knees in need, and that's what the upcoming CRH Dinner Education is all about.

Orthopedic Surgeon, Dr. Michael Kessler, will provide the presentation at this FREE dinner event. Some examples of the items used in knee surgeries will also be available for participants to see. You must register as seating is limited. Please call 454-9262 or go to the [calaishospital.com](http://calaishospital.com) schedule of events and register online.

**Quality Team  
Participants Include:**



*Cheryl Zwingman-Bagley,  
RN, MSN, NEA-BC  
Chief Nursing Officer*



*Marty Colson, RNC*



*Maureen Pike, RN*



*Luann Reppert, RN  
Director Inpatient Care Unit*



*Crystal Seavey, RN*

# CRH Nurses Selected to Join Quality Improvement Program

Calais Regional Hospital is pleased to announce its selection and participation in the Aligning Forces for Quality Transforming Care at the Bedside program (AF4Q TCAB). Bringing together hospital teams from across the state to lead improvements in the quality and safety of patient care, it is a part of an innovative nationwide program led by the Robert Wood Johnson Foundation (RWJF), the nation's largest philanthropy dedicated to improving the health and health care of all Americans.

Nursing and frontline staff at CRH will work together with other hospitals across Maine to lead efforts to improve the quality and safety of patient care by piloting and testing new innovations at a local and community level. CRH will improve the quality and safety of patient care, increase the vitality and retention of our nurses and frontline staff, engage and improve the patient's experience of care and improve the effectiveness of our entire care team.

*“...nurses at CRH will be on the frontlines, working together with others across Maine to formulate innovative ways to improve the care they deliver.”*

“As Maine and the nation looks at improving care, it is important that we lead by example and provide local models of reforms that are good for everyone,” said Cheryl Zwingman-Bagley, CNO. “Calais Regional Hospital’s participation in this program shows that we are committed to being a leader in improving patient care and increasing efficiency to produce better outcomes.”

Since 2007, the state of Maine has been targeted by RWJF with resources to improve health care. In all, 16 regions of the country have been designated as part of this program. In each region, a range of efforts to help doctors, nurses and hospitals improve quality – as well as engage consumers to be better patients – is being tested.

“By participating in AF4Q TCAB, nurses at CRH will be on the front lines, working together with others across Maine to formulate innovative ways to improve the care they deliver,” said Zwingman-Bagley. “This program will empower our staff to reduce adverse events and unanticipated deaths, reduce harm from falls and implement evidence-based care.”

The AF4Q TCAB program in Maine is being convened by Maine Quality Counts. It is part of the Robert Wood Johnson Foundation’s Aligning Forces for Quality (AF4Q) initiative, a signature effort to lift the overall quality of health care in targeted communities, reduce racial and ethnic disparities and provide models for national reform. Nationwide, 16 communities are currently participating in AF4Q. Local hospitals were recently asked to apply to participate in this hospital-based quality improvement component of the initiative.

# CRH Participating in Click for Babies

Click for Babies is a campaign to collaborate with knitters and crocheters across North America to make purple caps for babies to bring awareness about the Period of PURPLE crying program during the month of November. The Period of PURPLE Crying program was developed to educate parents about normal infant crying in an effort to prevent shaken baby syndrome.

Ericka Tracy, RNC, Director of Obstetrics, explained the obstetrics staff felt this was a great effort to take part in because “we feel that this is a very important topic that can be prevented with education.” Every parent sees a Period of Purple Crying educational video and the hospital provides a copy to take home. The parents are encouraged to share the video with everyone that will be providing care for the infant. The purple caps being given to all the babies born at CRH in November were knitted by OB nurse, Donna Webb, RN.

All babies go through a period of increased crying which typically begins around two weeks of age, peaks in the second month and comes to an end around the third or fourth month. Despite a parent or caregiver’s best efforts to soothe a crying infant, the infant may still continue to cry and that is okay. It is normal to be frustrated with the crying, however, frustration with this period of increased crying is the number one reason someone shakes and/or injures an infant.

This mostly happens because parents and caregivers do not understand this crying to be normal and don’t feel right about putting the infant down in a safe place and walking away for a while, while the infant is crying. While this increased crying may be normal, parents and caregivers are strongly encouraged to always have an infant examined by a health care professional to ensure there is nothing contributing to the crying (pain, illness, disease).

Shaken Baby Syndrome/Abusive Head Trauma (SBS/AHT) is a devastating form of abuse that happens when a person violently shakes an infant with or without impact. Thousands of infants are injured and killed every year from being shaken. Approximately 75-80 percent of infants who are shaken suffer permanent brain injuries and upwards of 30 percent of infants die as a result of their injuries.

The initiative is being organized by the National Center on Shaken Baby Syndrome (NCSBS) in partnership with invited organizations in an effort to prevent infant abuse, namely Shaken Baby Syndrome/Abusive Head Trauma and educate caregivers about the Period of PURPLE Crying. For more information on this project go to [www.clickforbabies.org](http://www.clickforbabies.org).



*CRH RN Donna Webb knitted purple caps to give to babies born in November as part of a nationwide effort to bring awareness to the Period of Purple Crying and Shaken Baby Syndrome.*

## Free Prenatal Class

They say nothing can prepare you for child birth. We can. Call to register for our free prenatal class to help prepare you for your special delivery. A one day class will be held November 5, 2011 from 8:30 am - 4 pm. Call 454-9262 to register.



*nothing's more important than your* **health**™

### Physician Assistant Welcome

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to Calais last spring after living in New York City for thirteen years. Originally from Vermont, she is glad to be out of the city and returning to the more rural lifestyle she feels accustomed to.

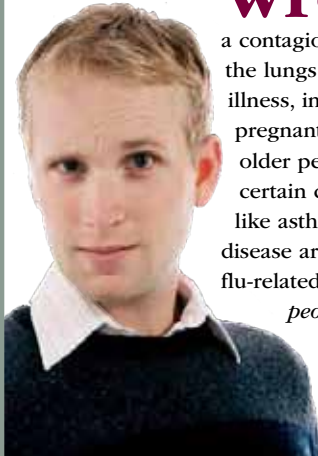
Jennifer will be working part time in the CRH Emergency Department during select peak hours. It is hoped that this addition will make visits to the Emergency Room quicker for many of our patients.

Jennifer is from Vermont, graduating from high school in South Burlington. She earned a BA in Anthropology with Forensic Anthropology Concentration from the University of Vermont in Burlington. She graduated Summa Cum Laude from Touro College in New York, NY with a BS in Physician Assistant Studies.

Jennifer began seeing patients in the Emergency Department in August. Please welcome her to our community and CRH if the opportunity presents itself.

## No More Excuses You Need a Flu Vaccine

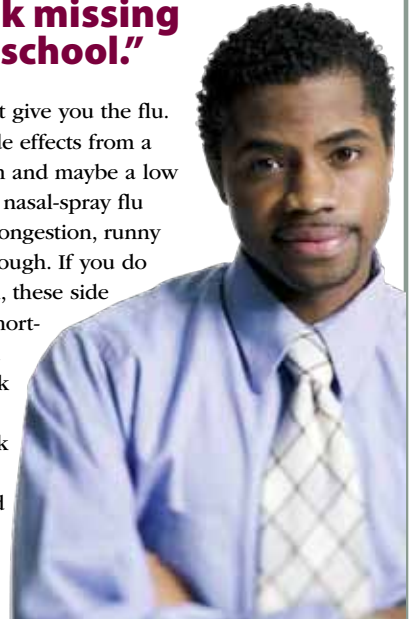
**“Oh, the flu isn’t  
so bad...right?”**



**Wrong** The flu (influenza) is a contagious disease which affects the lungs and can lead to serious illness, including pneumonia. While pregnant women, young children, older people, and people with certain chronic medical conditions like asthma, diabetes and heart disease are at increased risk of serious flu-related complications, *even healthy people* can get sick enough to miss work or school for a significant amount of time or even be hospitalized.

**“But what if the flu vaccine  
makes me sick?”**

**I can’t risk missing  
work or school.”**



The flu vaccine cannot give you the flu. The most common side effects from a flu shot are a sore arm and maybe a low fever or achiness. The nasal-spray flu vaccine might cause congestion, runny nose, sore throat, or cough. If you do experience them at all, these side effects are mild and short-lived. And that’s much better than getting sick and missing several days of school or work or possibly getting a very severe illness and needing to go to the hospital.

**“I’m Healthy  
I don’t need a flu vaccine.”**

Anyone can become sick with the flu and experience serious complications. Older people, young children, pregnant women and people with medical conditions like asthma, diabetes, heart disease, or kidney disease are at especially high risk from the flu, but kids, teens and adults who are active and healthy also can get the flu and become very ill from it. Flu viruses are unpredictable, and every season puts **you** at risk. Besides, you might be around someone who’s at high risk from the flu...a baby...your grandparents, or even a friend. *You don’t want to be the one spreading flu, do you?*



**“Wait a minute  
I got a flu vaccine  
once and still got sick.”**

Even if you got a flu vaccine, there are still reasons why you might have felt flu-like symptoms:

- You may have been exposed to a *non-flu virus* before or after you got vaccinated. The flu vaccine can only prevent illnesses caused by flu viruses. It cannot protect against non-flu viruses.
- Or you might have been exposed to flu after you got vaccinated but *before the vaccine took effect*. It takes about two weeks after you receive the vaccine for your body to build protection against the flu.
- Or you may have been exposed to an influenza virus that was very different from the viruses included in that year’s vaccine. The flu vaccine protects against the three influenza viruses that research indicates will cause the most disease during the upcoming season, but there can be other flu viruses circulating.



National Center for Immunization and Respiratory Diseases



CS225762-A

## Flu Clinics

### Being Offered

Staff at Calais Regional Hospital and Calais Regional Medical Services will be providing flu vaccine to community members in a variety of ways. Vaccine supplies are expected to arrive by the first of October. Clinics will be rescheduled in the event of a delay.

For patients of the CRMS practice, the vaccine can be received during a regular appointment or at a scheduled after hours clinic. Appointments do not need to be made for the after hours clinic. Your insurance will be billed for the vaccine and administration.

Children of the Calais School System will again have the opportunity to receive the flu vaccine at school. CRH staff have assisted in these efforts for the past three years. Watch for date announcements and permission slips to be sent home from school.

The CRH Community Education Department will once again be providing flu vaccine clinics onsite at many of the work places in Washington County. To request an onsite clinic, contact DeeDee Travis at 454-9227.

Calais Regional Hospital will again offer a free Community Flu Clinic on October 28 in the CRH Classroom. It is a walk-in clinic open to the public.

## Flu Clinic Schedule

| DATE           | TIME                 | LOCATION         | ELIGIBLE PARTICIPANTS      | COST                        |
|----------------|----------------------|------------------|----------------------------|-----------------------------|
| Tues<br>Oct 4  | 5:00 -<br>6:30 pm    | CRMS<br>Office   | CRMS Adult<br>Patients     | Insurance will<br>be billed |
| Tues<br>Oct 11 | 5:00 -<br>6:30 pm    | CRMS<br>Office   | CRMS Adult<br>Patients     | Insurance will<br>be billed |
| Tues<br>Oct 18 | 5:00 -<br>6:30 pm    | CRMS<br>Office   | CRMS Pediatric<br>Patients | Insurance will<br>be billed |
| Tues<br>Oct 25 | 5:00 -<br>6:30 pm    | CRMS<br>Office   | CRMS Pediatric<br>Patients | Insurance will<br>be billed |
| Fri<br>Oct 28  | 9:00 am -<br>2:00 pm | CRH<br>Classroom | Community Members          | <b>FREE</b>                 |

**CRH will once again coordinate with the Calais Elementary and Calais Middle/High School to offer flu vaccines to all students on site at the schools. If you have a child attending one of these schools, watch for the notice and permission slip to be sent home from school.**

## CFO Retirement

*continued from page 2*

Bernie was known for looking the part of a grumpy man, but all who knew and worked with him were not long realizing that he was a man with a sense of humor who could be relied on, trusted and was known for being fair. “Bernie was the consummate professional, always reliable, trustworthy and extremely loyal to Calais Regional Hospital,” stated Michael K. Lally, CEO. “He welcomed me with open arms when I joined CRH in 2009. I consider him a true friend.”

Bernie was wished well at an informal retirement send off – complete with gifts, a roast and serenade by staff of the now infamous “My C-F-O” song that rivals any version of the original YMCA hit. Attendees were treated to cake, punch and even a small, but touching, speech from the man of honor.

Bernie’s retirement plans include spending time at his camp in East Grand Lake, having more time for wood working projects, spending time with family and NOT having any meetings or deadlines. Bernie and his wife Joan have a large family of ten children, sixteen grandchildren and two great-grandchildren.

# CRH Telemedicine Link to EMMC Specialists Now Complete

Calais Regional Hospital is pleased to announce the completion of the Telemedicine link with Eastern Maine Medical Center. The new Tele-ICU and Tele-ED services provide an instant visual and audible link between CRH providers and specialists at EMMC. The new service will improve access for the hospital's emergency room patients through a connection with specialists in the areas of trauma, stroke and pediatric critical care. On the inpatient floor, two rooms have access to critical care specialists.

“Telemedicine improves our ability to respond to changes in a patient’s condition,” says Chief Nursing Officer Cheryl Zwingman-Bagley. “This should assure the public that their level of care in eastern Washington County is first rate.”

Telehealth technology assists in stabilizing and improving patient care, as well as managing healthcare resources more effectively by reducing transfers, emergency department visits and re-hospitalizations. The technology is very similar to Skype, but with much more resolution and viewing options. “The off site physician can see all of the patient’s monitoring information and can zoom in close enough to measure a patient’s pupil,” Zwingman-Bagley explained.

When the staff from EMMC enter the room using the camera a soft chime sounds alerting the patient and bedside nurse. All of the CRH and EMMC caregivers are very committed to preserving patient privacy. The audio/video connection is only turned on when needed. It is a live feed that is not taped and the bedside nurse can set the system to privacy when needed.

Telehealth equipment is located in two special care rooms on the inpatient floor. The emergency department has the equipment in a critical care room and a mobile unit that is available for use in any exam room. The digital camera and microphone connects patients and their caregivers to the team of specialists at Eastern Maine Medical Center. These specialists provide additional monitoring of patient information, supporting the ongoing high quality care at CRH.

At Calais Regional Hospital, we work hard to bring our community members the best in healthcare. We are very excited to be able to provide **local**, high quality access to these specialty care services.



*Calais Regional Hospital now has a telemedicine connection to a variety of specialists for emergency and acute care patients. In the above photo CRH staff demonstrate how the telemed equipment is used for a patient consult.*

## Message from Carla to Seniority

On Friday, October 28, Dr. Lin will provide a free eye screening from 8-4 p.m. for Seniority members in the CRH Clinic. Please call to sign up for an appointment.

Seniority is having a Lunch and Learn on Thursday, October 27 at 10:30 a.m. in the CRH Classrooms. Chief Nursing Officer Cheryl Zwingman-Bagley will be talking to our group about Calais Regional Hospital's involvement in the Transforming Care at the Bedside program.

There will be a free Seniority glucose and cholesterol screening on Tuesday, November 8 in the CRH classrooms at 8 a.m. Members are entitled to one screening per year. Don't forget to fast for 12 hours. You must register.

Call to register for the events at 454-9262.

Seniority is having a potluck luncheon on Tuesday, November 16 at 11:30 a.m. at the Methodist Homes Rec Hall. Bring a covered dish and a place setting. Dane Cooney from Venus Apollo Fitness will be speaking on the awareness for fitness for seniors.

AARP Safe Driving Course will be offered at CRH on Friday, November 18, 9:30 a.m. to 1:30 p.m. in the boardroom. The fee is \$14 or \$12 for recurring AARP members. Please call to register 454-9262.

# Schedule of Events

## October

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, October 4, 9 a.m.

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, October 7, 3 p.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, October 13, 3-4 p.m.

Seniority Lunch and Learn  
CNO Cheryl Zwingman-Bagley  
CRH Classroom  
Thursday, October 27, 10:30 a.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, October 10, 6-7 p.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, October 19, 6-7 p.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, October 26, 7:15 a.m.

Seniority Vision Screening  
Dr. Lin, CRH Clinic  
Friday, October 28, 8 a.m.- 4 pm.

## November

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, November 1, 9 a.m.

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, November 4, 3 p.m.

Seniority Glucose and Cholesterol Screening  
CRH Classrooms  
Tuesday, November 8, 8 a.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, November 10, 3-4 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, November 14, 6-7 p.m.

Seniority Potluck  
Dane Conney from  
Venus Apollo Fitness  
Methodist Homes Rec Hall  
Tuesday, November 16, 11:30 a.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, November 16, 6-7 p.m.

AARP Safe Driving Course  
CRH Boardroom  
Friday, November 18, 9:30 am - 1:30 pm

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, November 30, 7:15 a.m.

## December

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

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

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, December 8, 3-4 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, December 12, 6-7 p.m.

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, December 21, 6-7 p.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, December 28, 7:15 a.m.

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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: 454-9227, [community@calaishospital.org](mailto:community@calaishospital.org) or write to us at 24 Hospital Lane, Calais, Maine 04619.

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**Calais Regional Hospital**

24 Hospital Lane  
Calais, Maine 04619

# Business After Hours

## Calais Regional Medical Services Orthopedic & Surgical Services

Tuesday, October 11, 2011  
4 - 6 p.m.

CRMS Orthopedic and Surgical Services invites you to drop by the **NEW** CRMS Medical Office Building. This is a perfect opportunity to see the new office space plus mingle with & ask questions of the orthopedic and surgical staff, meet hospital leadership and learn about the many services available at the CRMS practice.



**Calais Regional Hospital**

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