

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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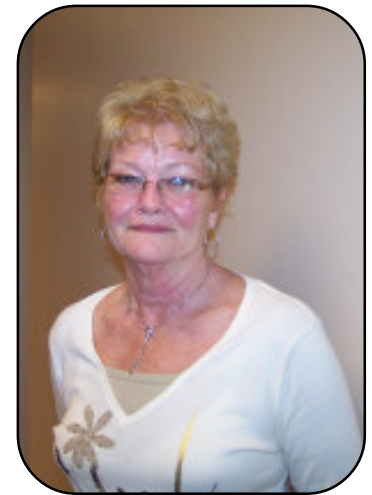
Volume XVI. No. 10
October 29, 2008

CRH Employees Retire

Chief Nursing Officer Janice G. Wakin has announced her plans to retire in November. For the past seven years she has been responsible for nursing departments and the clinical departments of home health, respiratory care, social services, pharmacy and case management and has had administrative oversight for Calais Regional Medical Services (CRMS) nursing. During part of that time she also provided direction for the health science library and the anesthesia department.

Jan was born in Clearwater, Florida the only child of Rita and Herbert Gindrat. Her mom was from Connecticut and her dad from New York. Jan spent a lot of her childhood traveling due to her Dad's career as, Eastern Division Manager of the Downyflake Corporation. Once she started school, she spent her summers in NY and her winters in Oldsmar, Fla. She graduated from high school in Dunedin, Florida in 1965.

Jan studied nursing at Hillsborough Com-



Jan Wakin, CNO has announced plans to retire in November.

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Richard Chisholm has announced his retirement from full time work this month after more than 25 years at CRH. He worked all of those years as a therapist in the respiratory care department.

Richard was born in Calais, the only son of Arthur and Marion

Chisholm. He grew up in Red Beach with his two sisters. He graduated from Calais Memorial High School in 1960. He attended the United States Naval Hospital Corps School in Great Lakes, Illinois. He served at the U.S. Naval Hospital in Newport, Rhode Island and at the U.S. Navy Base in Saufley Field, Florida.

Richard retired after 23 years of active and reserve duty with the 262nd Engineer Battalion as an E-5 medical company aidman, where he provided on site medical support.

Prior to joining CRH, he worked as a bookkeeper for Rosser Sales & Service in Fredericton, New Brunswick. For 10 years he was employed by New England Health Services, Inc., a contract company that provided respiratory services at CRH. In 1983 CRH

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Respiratory therapist Richard Chisholm is retiring after more than 25 years at CRH.

Treebute to Life

The annual Treebute to Life program begins November 7, 2008. A donation of five dollars places a ribbon in memory of, in honor of, in appreciation of, or in celebration of a person or life event of special significance to you. Personalized ribbons are displayed on a tree in the CRH lobby with your designated name or event. Donations are listed in the CRH Annual Report by donor and the tributed person or event.



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

All donations to the Treebute to Life program benefit the CRH Annual Fund. Forms will be in the lobby starting November 11, 2008.

CRH Events Committee Upcoming Events

We are selling Calendars of Cash for November. If you are interested in buying a calendar, see any events committee member or the community relations department. Cost is \$10 with giveaways totaling \$620!

We are planning a "Soup's On!" Luncheon. This event will be held in the classroom on Wednesday, November 5 from 11:15 am- 1:00 pm. Warm up with a delicious mug of soup, breadsticks and dessert. Complimentary CRH mugs are being provided by the Events Committee for staff to keep.



We are raffling off a chance to win one of six \$40 gift certificates to Bernardini's Restaurant. Tickets are available from any Events Committee member and at the switchboard for \$1 a ticket or 3 tickets for \$2. The Events Committee will draw the lucky winners on November 5 after the "Soup's On!" Luncheon.

The committee is holding a food pantry drive now through December 22. A donation box will be located across from the Coffee Shop in the main entrance. Please help support our local food pantry.

Blood Drive

The blood drive held at CRH on October 14 produced 38 units of blood.

Thanks to the following volunteers who helped make this drive a success: Judy Thornton, Carla Bridges, Jeannine Fowler, Victoria Fowler, Rachael Atkinson, DeeDee Travis, and Calais High School students: Fay Roussel and Cassandra Stanhope. Thank you to Ann Skriletz who organized the Calais High School volunteers. Of course, a big thanks to all donors who give at our local blood drives. Don't forget continued support is needed at future blood drives to ensure the Red Cross can maintain available supplies.

Kudos Korner

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

- ◆ To the volunteers who helped with the blood drive.
- ◆ To the events committee for the candy apples and all the great ideas!

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

COMPLIANCE

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Public Health Programs

The Offices of the Inspector General reviews Public Health and Human Service programs. There are about 300 such programs nationwide. Public health programs represent our country's primary defense against acute and chronic diseases and disabilities. They provide the foundation for our nation's efforts to promote and enhance the health of American people.

ValuesLine 1-800-273-8452

Employee News

Congratulations to Tomi and Alan Ellsmore on the birth of their daughter, Addison Saige Ellsmore born at EMMC on July 30 weighing 6 lbs, 19 inches long.

The next reduced staffing holidays are Veterans' Day, Tuesday, November 11 and Thanksgiving, Thursday & Friday, November 27 & 28.

Welcome to Deborah Meisner, RN, Pembroke, Inpatient Care per diem; Portia DeMerchant, RN, McAdam, part time ED; and Avis Miller, Princeton, lab phlebotomist per diem. Avis is a medical laboratory student at the University of Maine at Presque Isle. Sonya Carter, CRMS full time Medical Assistant has changed status to part time.

Sorry to see you go to Emma Kneeland, Credit and Collections Manager, who is retiring. Valerie Kilby, Health Information Discharge Analyst has been promoted to Coder.

Congratulations to Krista Arsenault, RN on her recent marriage to Ben Collins also to Billie Jo Boone, MT on her October 18 marriage to Charles Leighton III of Baileyville.

Sympathy is extended to Rusty Staples, RT on the death of his son; to Diane Canuel, RRT, on the death of her mother and also to Valerie Kilby on the death of her son.



The winner from the Above and Beyond nominations for the month of September was Luann Reppert, RN.

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

Reimbursement Accounts for 2009

You may be missing tax savings for which you are entitled. November is Open Enrollment for Medical and Dependent Care Reimbursement Accounts. Employees can set aside pre-tax dollars for non-reimbursable medical expenses, i.e. prescriptions, dental visits, eye glasses, smoking cessation prescriptions are reimbursable under this program etc. as well as for child or dependent care expenses. Forms were distributed in payroll checks on October 22 and are due in HR no later than November 30.



Congratulations to Kathleen Stevens, RN, Home Health for achieving the Certificate for OASIS Specialist (COS-C certification). This was a national clinical examination and only 1400 home care clinicians from around the country have achieved this status.

November Birthdays

Elizabeth Hinson	3
Lisa Edgerly	9
Russell Staples	9
Marlene Dobson	11
Cheryl Bean	13
Dr. Peter Wilkinson	13
Diane Brown	15
Jeannine Fowler	15
Dana Riquier	21
Catherine Doane	21
Sharon Nelson	24
Mindy Smith	27
Karen Childs	28
Teena Dominie	28
Barbara Sprague	29
Carla Jundt	30
Michelle Johnson	30

Health Information Replacement Leader Selected

Most of you already know that Renee O'Neill, Director of Health Information at CRH for many years, is relocating to Florida in January 2009. After a national search, Renee is pleased to announce the selection of her replacement.

Patricia Hoard of Fredericksburg, VA accepted the position and began orienting October 20. Pat will work closely as an assistant to Renee until her departure.

Pat attended high school in Millington, Michigan. She earned a liberal arts degree from Crafton Hill Community College in Yucaipa, California and a degree in Health Information Management from Henry Ford Community College in Dearborn, Michigan.

Pat's career has included Providence Hospital and Medical Center in Southfield, Michigan, where she was responsible for 16 employees in the Health Information Department. After leaving Southfield, she spent a year as manager of the HIM Department at Sitka Community Hospital in Sitka, Alaska. Pat has extensive experience in billing, coding, transcription, birth and tumor registry statistics, and credentialing. She holds Registered Health Information Technician (RHIT) Certification and is a member of the American Health Information Management Association and the Virginia Information Management Association.



Patricia Hoard, RHIT

Wakin Retirement, continued from page 1
 munity College in Tampa, Florida. She earned a Bachelor of Science degree in Professional Arts, with a concentration in Health Care Administration, from St. Joseph's College in Standish, Maine. Jan has worked as a nurse in Florida, New Mexico and Maine. She served as chief cook and bottle washer at the Ship Lantern restaurant in Panama City, FL that she and her husband owned and operated for six years. After they sold the restaurant, they bought a summer place in Eastport.

In 1986 Jan first came to CRH as a night nurse on the medical surgical unit. She returned to Florida in 1987 for two years for family reasons, and subsequently returned to Maine. In 1989 she rejoined CRH as an RN in the intensive care unit and two years later became the nursing service manager on nights. In 1998 she opened the CRH Home Health Department. Jan held this position for two years when she moved to Espanola, New Mexico to work as the Director of Patient Services at Rio Grande Home Care. In 2001 she returned to CRH to assume the role of Chief Nursing Officer.

Jan and her husband of 42 years, John, have one son Chris who lives in London, England. Their plans in retirement are to spend Thanksgiving with family in Texas and the winter months in Arizona. Jan has declined a hospital-wide celebration in her honor and instead will celebrate with close friends. Best wishes Jan.

Chisholm Retirement, continued from page 1
 started their own respiratory care department and Richard became a hospital employee.

Richard graduated from Kennebec Valley Vocational Technical Institute's Respiratory Therapy Program in Fairfield, ME. He holds a State of Maine license as a Respiratory Technician from the Board of Respiratory Care Practitioners. He earned EMTA and EMT Ambulance certification through the Emergency Medical Services Program at WCCC.

Richard's family includes daughter Jill, son-in-law T.J. (Thomas) Clark and grandson Thomas of Woodstock, New Brunswick. Jill and T.J. are both school teachers there. Thomas recently had his 6th birthday. He asked for a big present from his Grandfather. Guess what he got? A very big present from Grampie! Richard's mom is a resident of Eastport Nursing Home and sisters Sandra Pulk and Bonnie Lyons live in Red Beach with their families.

Plans in retirement include working on his riverside home, located adjacent to the historic St. Croix Island, 4-wheeling, sailing, trying out his new wood splitter and spending time with his grandson, who likes his big presents.

CRH is losing our walking and talking historian on military and other national historical events. He will be remembered for his wealth of knowledge and interest in these areas. He will still be around per diem, and we expect him to continue to keep us all updated. A farewell event was held with hospital staff. Congratulations to Richard.

Students Train at CRH

Three Medical Assistant students from WCCC will each complete 160 hours of clinical experience at CRH required as part of the associate degree program. Working at CRMS practices are Marybeth Cottrell supervised by Kennetha Doten, LPN and Krista Pressley, supervised by Eleanore Sullivan, RN. Linda Allen is working in Health Information, supervised by Renee O'Neill.

OT student Elizabeth Welle is completing a 13 week clinical internship in Rehabilitative Services. Elizabeth is from Minnesota and is here working on her level II fieldwork to complete the occupational therapy master's program at University of Minnesota.

Handbook Policy Refresher

Education Programs and Financial Assistance

All employees are to participate in meetings and educational programs when offered as a requirement of employment. It is the responsibility of the employee to maintain an educational record, located in their department. Compensation will be provided for attendance at all sessions required by the hospital. Employees are eligible for consideration for tuition reimbursement or repayment loans upon successful completion of course work that offers direct benefit to both the employee and the Hospital. Written application must be made in advance through the department supervisor to the Department of Human Resources, for consideration by the Chief Executive Officer.



We Encourage You!

Please refrain from calling switchboard on these matters:

- ◆ Cafeteria Menu is available on mycrh.com and the website.
- ◆ To be transferred to department extensions that you can directly dial (extensions starting with 2 or 3 add 9 as first digit).

CNO On Board In November

Cheryl Zwingman-Bagley credentials RN, MSN, CNEA, BC has accepted the position of Chief Nursing Officer. Cheryl comes to CRH with an extensive clinical background in nursing and nursing management in hospitals in CT, Texas and Arizona. She earned her BSN from Boston University and her MSN from Yale.



She grew up in Connecticut and has summered on Meddybemps Lake since childhood. Her husband is retired and together they are raising their teenage granddaughter, a student at Woodland High School. Cheryl will begin orientation the second week of November with CNO Jan Wakin, who is retiring November 14.

Flu Vaccine

The Infection Control Department has received the Influenza vaccine from the State of Maine, who has informed us that they did not foresee any problems with the supply of the vaccine this year. CDC recommends that each healthcare worker be offered and encouraged to get the vaccine. The schedule for staff, coffee shop workers, reiki volunteers and board members is below. Evening and night employees will receive their vaccinations through the Night Supervisor.



Flu vaccine schedule

Nursing Conference Room

Friday, October 31	9-11 am 2-3 pm
Monday, November 3	9-11am
Friday, November 7	9-11am 1- 2pm

Schedule of Events

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

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

Diabetic Support Group
Eastport Health Care Clinic
Monday, November 10, 6 p.m.

Auxiliary Book Fair
CRH Classroom
November 11, 11 a.m. - 8 pm
November 12, 7 a.m. - 1 pm

Encore Plus
Mona Van Wart's office at CRH
Thursday, November 13, 3 - 4 p.m.

Seniority Tea Talk!
Location: St. Croix Hall at WCCC
Friday, November 14, 2 - 4 p.m.

Seniority Vision Screening
Dr. Lin, CRH Clinic Room
Friday, November 14, 8 - 4 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, November 19, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, November 20, 11 a.m.

Auxiliary News by Muriel MacArthur

CRH Auxiliary met on Monday October 6 with 17 members present. The evening began with a delicious dinner with a great variety of food.

Donation Day for the coffee shop will be on Thursday, October 23. Items needed are: paper goods, small jars of strawberry and raspberry jam, bagels, english muffins, individually wrapped donuts, mini bags of popcorn, 8 oz tubs of regular cream cheese, small cans of tomato and V8 juice, 10 oz bottles of apple, cranberry and orange juice, 18 oz jars of peanut butter (creamy & crunchy). Cash donations are always welcome. Make a donation and have a chance to win one of three homemade pies.

Thanksgiving Basket tickets are on sale in the coffee shop and from members. Tickets are \$1 ea or 6 for \$5. The drawing for the basket will be on November 25.

We also need volunteers for the coffee shop. The shifts are 2 ½ hrs long. Why not give it a try - it's for a good cause.

The next Book Fair will be held on November 11, 11 am - 8 pm and November 12, 7 am - 1 pm in the CRH Classrooms.

Seniority by Carla McCann Bridges

On Friday, November 14 Dr. Lin will provide free eye screenings from 8 am - 4 pm for Seniority members in the CRH clinic. Call 454-9262 to make an appointment.

Come join us for Tea Talk on Friday, November 14, 2-4 p.m. at the St. Croix Hall at WCCC. The instructor is Joline Cook, WCCC Librarian. This will be a car pool event and we will leave CRH at 1:45 p.m. Join us for an "afternoon tea" where you taste various flavors of tea while finding out some history behind one of today's favorite beverages. Participants are asked to bring their favorite "tea cup" to share its "story" with the group (optional). Limited to 25 participants. There is a \$5 fee call 454-9262.

JOB OPPORTUNITIES

Laboratory

MT/MLT full time

Communications & Registration

Clerk part time

Patient Accounts

Representative full time

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

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24 Hospital Lane
Calais, Maine 04619

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