

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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Employee Meetings With the CEO

With the New Year in full swing and the holidays and the Superbowl behind us, it is time once again for some general employee meetings with CEO Michael Lally. All employees are encouraged to attend and take the opportunity to ask questions, make suggestions and provide insight and opinions about what has been accomplished and where we are headed. The 2009 year-end results will be shared and a look at the strategic plan activities for the current year will take place. As in the past, these meetings are scheduled to cover all shifts. Meetings will be held in the classroom on the following dates and times:



Friday, February 26, 10 - 11 am
Monday, March 1, 1:30 - 2:30 pm
Tuesday, March 2, 7-8 am

CRH Events Committee Spaghetti Luncheon

Thank you to the CRH Employee Events Committee for the valentine complimentary Spaghetti Lunch. All staff seemed to enjoy the meal catered by the Princeton Rod & Gun Club.



Diane Canuel



Erica Pike



Phyllis Leidy

Don't forget to wish
your Doctor
Happy Doctor's Day
on March 30th!

COMPLIANCE

CRH Code of Conduct

The CRH Code of Conduct describes the values, honesty and integrity that Board members, officers, board committee members, managers, the medical staff, allied health professional staff, employees, volunteers and vendors will meet. It functions the same as a constitution. It is intended to be brief and easily readable.

All staff, patients and visitors deserve to be treated with dignity, respect, and courtesy. The following principles will be met:

- ◆ We will fairly and accurately represent our capabilities;
- ◆ We will provide services to meet identified needs of patients and constantly seek to avoid services which are unnecessary;
- ◆ We will adhere to a uniform standards of care by providing care of comparable quality, regardless of the setting in the facility;
- ◆ We will consistently follow well-designed standards of care based on the needs of the patient. As we work to provide care in a most economical manner to patients, we will strive to provide care that meets our own standard;
- ◆ We will provide services only to those patients for which we can safely treat. We will not turn patients away who are in need of our services based upon their ability to pay or any other factor that is substantially unrelated to patient care;
- ◆ We will have mechanisms for timely and appropriate resolution of conflicts.

HandBook Policy Refresher

MEMORIAL AND ANNUAL FUND

Donations to the CRH Memorial and Annual Funds are used for the improvement and expansion of Hospital health care services. Memorial donations may be made in honor of a person or event as well as in memory of someone. Examples are a wedding, a birth, or a special occasion. Acknowledgments are sent to all persons designated (the amount of the gift is not mentioned) and confirmation of the gift is forwarded to the donor.

Annual Fund donations are usually designated for equipment or services as designated in each annual appeal. Annual Fund donations are confirmed to the donor. Memorial and Annual Fund donations are listed in the Annual Report and are tax deductible to the extent provided by the law. All contributions are greatly appreciated. Employee payroll deduction options are available. For more information contact Community Relations.

MA 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 Kay McDonough, Tracy O'Neill and Elena Mikelis. The students will be supervised by Kennetha Doten, Pam Beckett, Shirley Reed and their staff.

National Nutrition Month March 2010

Lunch & Learn Presentation
Presented by: Mona Van Wart, RD/LD,
Registered Dietitian

Topic:
What are you drinking:
Are you adding hundreds of unwanted
calories?

Monday, March 22, Classroom
11:25-11:45 a.m.
12:10-12:30 p.m. Repeated
Bring your lunch.

*There will be a Door Prize drawn at the
end of each session.*

Employee News

Sympathy to Elizabeth Nutile on the death of her grandmother and to retiree Richard Chisholm on the death of his mother.



The winner from the Above and Beyond nominations for January was Angela Clark.

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

Auxiliary Donation

The first major gift to the Annual Fund campaign came from the CRH Auxiliary in the form of a \$40,000 pledge. Recently, representatives from the Auxiliary presented hospital Chief Executive Officer Michael K. Lally with a check for half of the pledge. "We were so pleased that the Auxiliary took the lead in supporting the campaign for updated mammography equipment," stated Mr. Lally.



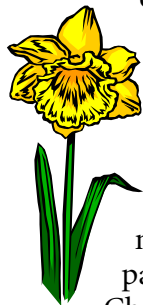
American Cancer Society Relay For Life

Mark your calendars; the Relay for Life is scheduled for June 11, 6 pm- 6 am. If you are interested in taking part or helping to plan this event, contact CRH Team Leader Judy Thornton at 454-8432. More information will be provided about the event as the date approaches.



A Sign of Spring

Daffodils! Once again you can support the American Cancer Society by purchasing daffodils. A bundle of ten fresh-cut daffodils is \$10; receive a Bear and a bunch of daffodils for \$25, or a potted plant for \$15. The delivery date is March 25. Order sheets are in all departments.



Orders must be received in community relations on or before March 5 and payment *must* accompany orders.

Checks should be made payable to the American Cancer Society.

Kudos Korner

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

- ◆ To CRMS, RHC and Rehab Dept staff for providing training to students.
 - ◆ To the Events Committee for the spaghetti luncheon.
- Submit Kudos to community relations.

Erica Pike	1
Carlton Miller	2
Debra Bassett	3
Trudy James	3
Laura Chadwick	6
Tabitha Smith	8
Bonny Beausoleil	10
Billie-Jo Leighton	10
Mary-Jo Burgess	11
Katelyn Chadwick	12
Lucinda Pike	13
Kennetha Doten	15
Diane Canuel	17
Judith Thornton	18
Bonnie Sprague	19
Dr. Cressey Brazier	20
Tammy Davis	20
Dr. Christopher Hayward	21
Shelly Bodkin	23
Crystal Seavey	27
Betty Cates	29
Catherine Blake	30
Wendy Dean	30
Carol McElarney	31

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, March 2, 9 a.m.

Seniority Outing
Calais High School Play
"Bedtime Story by Sean O'Casey"
Wednesday, March 3, 7 p.m.

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, March 5, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, March 8, 6 p.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, March 11, 3-4 p.m.

Seniority Lunch and Learn
CRH Classroom
Guest Speaker Mona VanWart, Dietitian
Tuesday, March 16, 10:30 a.m.

Diabetic Support Group
Mona Van Wart's office
Health Services Building
Wednesday, March 17, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, March 25, 11 a.m.

Auxiliary News by Pat Fellers

On Monday, March 1, at 6:30 p.m. all members are urged to attend and participate in our annual "green auction". Be thinking about what green item(s) you wish to bring. Do not wrap the item(s). Remember: This is one of the many venues we use to raise money for future Calais Hospital requests. Besides being a fun activity, we need everyone to come and participate.

On March 2 & 3 we will once again be sponsoring the Book Fair in the Classroom at CRH from 11:00 a.m. to 3:00 p.m. and 7:00 a.m. to 1:00 p.m., respectively. It's not too early to think about gifts for next Christmas.

Donation Day is Friday, March 26, at the Coffee Shop. A list of needed items is available in the shop. Please donate supplies to the shop and receive a ticket for the 3 pie drawings: Chocolate cream pie, lemon pie, and apple pie. Tickets will also be sold for the 50/50 drawing that day.

Last but not least, all hospital staff persons are cordially invited to become members of the Auxiliary for 2010. Dues are \$5.00 and payable in the gift shop to Irene Moreside, Membership Chair, or Pat C. Fellers, Auxiliary President.

Seniority by Carla McCann Bridges

Seniority is off to the Calais High School to see the play "Bedtime Story" by Sean O'Casey on Wednesday, March 3 at 7 p.m. The price is \$4. Call to reserve a ticket at 454-9262. We will car pool from CRH at 5 p.m. The group will join for dinner before the play at King China Restaurant.

A Seniority Lunch & Learn will be held in the CRH Classroom on Tuesday, March 16 at 10:30 a.m. Mona VanWart will talk about "How to Eat Healthy on a Budget". Sandwiches & salad will be provided. Call to register 454-9262.

JOB OPPORTUNITIES

Rehab Services:

Physical Therapist full time
Occupational Therapist full time

Nursing:

Ward clerk per diem IPCU

Maintenance:

Facilities director 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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