

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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Calais Regional Hospital Welcomes New OB/GYN

Calais Regional Hospital is pleased to welcome Mark A. DeMasi, D.O., to the active medical staff and the Calais Regional Medical Services OB/GYN practice. Dr. DeMasi is an OB/GYN physician offering over sixteen years' expertise in OB/GYN care.

Dr. DeMasi earned his Doctor of Osteopathy Degree from the Philadelphia College of Osteopathic Medicine. His internship and residency was completed through the University of Medicine and Dentistry of New Jersey. Dr. DeMasi is board certified by the American Board of Osteopathic Obstetricians and Gynecologists. He was awarded the title of Distinguished Fellow in 2004 for his years teaching medical students, interns and OB/GYN residents. He has authored and provided numerous community service via lectures across the country.

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Dr. Mark A. DeMasi joined the CRMS OB/GYN practice.

Meet Our New Director of Facilities

Michael (Mike) Cyr has joined CRH as Director of Facilities. In this position he is responsible for all activities related to plant maintenance operations, safety, security and environmental services.

Mike comes to CRH from his hometown of Fort Kent, ME where he has held the position of Maintenance Foreman and Electrician at Northern Maine Medical Center for the past 10 years.

Prior to that time he was an electrician with Northern Maine Electric in Van Buren and worked for many years as a construction electrician. Mike is no stranger to Calais, having graduated with a degree from the Residential Electricity Program at Washington County Community College.

Mike has relocated to Calais and his family will join him at the end of the school year. His family includes wife, Lori Ann, 14 year old daughter, Erin and eldest daughter Elisha, a sophomore at the University of Maine at Machias studying Marine Biology.



Mike Cyr is the new CRH Director of Facilities.

HandBook Policy Refresher

Conduct

The satisfaction and welfare of our customers is our prime concern at Calais Regional Hospital. Unnecessary noise can be annoying. Employees contribute to customer satisfaction by being considerate, thoughtful, quiet and orderly, conscientious and cheerful. Also see Code of Conduct at the end of the handbook.

Student Training

CRH departments and staff have been providing students of WCCC with clinical experience to advance their EMT B License to EMT I. The students have been doing clinical rotations in the ER, OR, Repiratory Care and Lab. They are expected to graduate May 2010. Students included in this program are: Roger



Grant, Debra Kelley, Joanna Bailey, Scott Harriman, Gilbert Murphy and April Free.

New Physician, continued from page 1

Dr. DeMasi joins Certified Nurse Midwife Nancy Green at the practice in Calais. The practice provides a wide range of women's health services, including pre and post natal care, infertility services, family planning, gynecological surgery, urogynecology, advanced laparoscopic surgery, preventive care, menopause treatment and much more. Dr. DeMasi has a special interest in treating migraines in women, menopausal and perimenopausal.

Dr. Demasi says he was drawn to the area because the hospital was so welcoming and he was very impressed with the technology available and the quality of staff in the organization. He enjoys sporting events and activities such as cooking, salt water fishing and spending time with his twins, who will be high school graduates this spring.

Dr. DeMasi is currently seeing patients at CRMS OB/GYN. If you would like to speak to him or schedule an appointment, please call 454-3307.

COMPLIANCE

CRH Code of Conduct continued:

Fair Billing Practices: The Hospital and medical staff will invoice patients or third parties only for services provided and will provide assistance to patients seeking to understand the cost related to their care. The Hospital will attempt to resolve questions and objections, while also considering the best interest of the Hospital and its affiliates.

Legal Compliance Program: The CRH Compliance Program is an organizational-wide program which is committed to promoting adherence to all applicable federal and state laws and regulations.

Admissions: CRH will admit patients without regard to race, color, religion, sex, age, national origin or disability.

Access to Care: CRH will provide impartial access to treatment when services are available and medically indicated, without regard to race, color, religion, sex, age, national origin or disability.

ValuesLine 1-800-273-8452

2010 REDUCED STAFFING DAYS

.....*Clip & Save*.....

- Memorial Day, Monday, May 31
- Independence Day, Monday July 5
- Labor Day, Monday, September 6
- Veterans' Day, Thursday, November 11
- Thanksgiving, Thursday, November 25
- Day after Thanksgiving, Friday, November 26
- Christmas, Friday, December 24

Reduced staffing days are now on mycrh intranet.

Employee News

Welcome to Jed Buenviage, Bacolod City, Philippines, Physical Therapist full time. Wanda Smith, RN has changed status from per diem IPCU to full time ED.

Congratulations to Security Officer Michael Keyes on his son, Isaac Jedidian, born at CRH February 22, weighing 8lb. 15oz. Congratulations to Accounting Director Marian Guire on the birth of twin grandsons born to son Jeffrey and wife Erin at CRH on March 26. Evan Jeffrey weighed 6 lbs 10 ozs and Nathan Joseph weighed 6 lbs 3 ozs. The twins are baby brothers for big sister Shaylee age 2. Also to Marian's daughter Heather and son-in-law Dana Hale on the adoption of their daughter Emmalyne who is almost 2 years old.

Sympathy is extended to Debbie Kinney on the death of her mother and to Christine Perry on the death of her grandmother.

Due to the reduced staffing day on May 31st payroll will not be disbursed until June 4.

Happy Hospital Week May 9-15

Activities and events schedule will be distributed to all departments.



The winner from the Above and Beyond nominations for March was Carol McFarlane for great customer service skills and always being so friendly. Carol McFarlane was given kudos by Kathy Irving, Cheryl Bean and Jeannine Fowler.

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 to win a prize.

May Birthdays

Vicki Clark	1
Anne Sluzenski	2
Julie Ward	2
Charles Nichols	2
Kathy Goodine	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
Debra Demmons	15
Amy Day	16
Daniel Pinney	20
Tiffany Carson	22
Carmela Diffin-Dewitt	24
Becky Thornton-Harriman	25
Benai Parks	25
Kimberly Doughty	29
Portia Demerchant	30
Barbara Wheaton	31

Kudos Korner

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

- ◆ To the lab on their inspection.
- ◆ To those responsible for the successful After Hours-in-Surgery event.

Submit Kudos to community relations.

American Cancer Society Relay For Life

Mark your calendars; the Relay for Life is scheduled for Friday, June 11, from 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. All participants need to register online before April 30 if possible. Please see Anita Flagg for instructions and to pick up your collection envelopes or call Judy at 454-8432.



Schedule of Events

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

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

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

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

Seniority Pot luck
Gardening with Marian Guire
Methodist Homes Rec Hall
Monday, May 10, 11:30 a.m.

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

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

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, May 27, 11 a.m.

Auxiliary News by Pat Fellers

Many neat events were planned by the CRH Auxiliary at its April meeting: *Baby Day on May 11 at the Methodist Church at 1:30 p.m.; and Summer Raffles for July 4 and the August Back-to-School Days.*

We now have an active Calling Committee to alert members about all Auxiliary activities and meetings: Barbara Mitchell, Barbara Lang, Molly MacArthur, and Gladys Greenlaw. If you did not receive a call for the April meeting, contact either Carla Bridges 454-9262 or Pat C Fellers 454-2444.

Donation Day winners were: Bernie McAdam - 50/50; pies - Dee Dee Travis, Mary Barnard and Brenda Prout. Many thanks to everyone who made donations.

The Easter basket winner was Judy Justings. Many thanks to all Auxilians who contributed items for the basket as well as to everyone who made this gift such a success by purchasing raffle tickets.

Gladys Greenlaw was the 50/50 winner this month. We have no May meeting due to the Hospital Volunteer Dinner at the Country Club at 5:30 p.m. on May 3. RSVP to Carla Bridges as soon as possible.

Seniority by Carla McCann Bridges

Seniority is having a pot luck luncheon on Monday, May 10 at 11:30 a.m. at the Methodist Homes Rec Hall. Bring a covered dish and a place setting. Marian Guire of HeatherWood Gardens will be joining us to give gardening tips and answer questions you may have. Come out and try to win the door prize.

If you are interested in attending a Seniority event as a guest, feel free. To join, contact Carla Bridges at 454-9262.

JOB OPPORTUNITIES

Anesthesia:

CRNA

Case Management:

Temporary Director Jan-Aug

Environmental:

Worker part time

Quality Management:

Director

Rehabilitative Services:

PTA & OT

Apply: Applications available from switchboard or on-line

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
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