

# 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. 6  
June 30, 2010

## New Services Announced

Getting a good night's sleep just got easier with the opening of the Calais Regional Hospital Sleep Center in July. The new Sleep Center is equipped to diagnose a wide range of breathing disorders and other conditions experienced during sleep. Patients will spend a night where they are monitored for sleep apnea and other disorders. The new service includes state-of-the-art monitoring, diagnostic equipment with a trained technician in a comfortable setting in a Sleep Number bed. Appointments will be scheduled through the Respiratory Care Department at 454-9223.

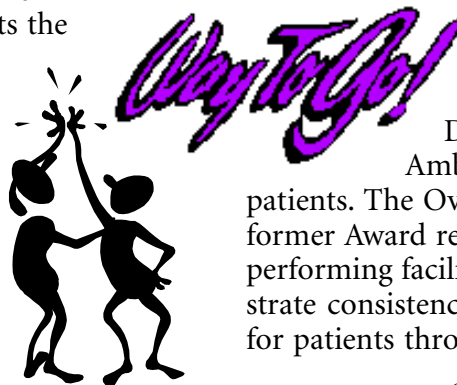
CRH is also pleased to announce the implementation of a Hospitalist Program on July 1. A Hospitalist is a physician who specializes in caring for patients admitted to the Hospital. The Hospitalist is there for the patient from admission to discharge, managing the entire inpatient care process. Hospitalists are easily accessible in emergencies and when questions or concerns arise. Because they work in the Hospital, they can see you quickly and more than once a day, if needed. Primary care providers have the option to refer their patients to the Hospitalist for inpatient stays. With the Hospitalist caring for inpatients, your primary care provider can be with patients in the office with fewer delays or interruptions and be able to devote more time to caring for patients in the outpatient setting.

At Calais Regional Hospital, we work hard to bring you the best in healthcare, and the new Sleep Center and Hospitalist Program are services we are excited to provide to our community members.

## Congratulations Staff for Being Named a Top Performer!

Calais Regional Hospital has been recognized with four awards for healthcare service quality for 2009 by Avatar International, the company that conducts the hospital's patient satisfaction surveys. The awards are based on the results of the hospital's 2009 patient surveys. CRH was one of 18 Hospitals to receive the Overall Best Performer Award,

which represents the top 5% in Avatar's National Database. This award is based on the combined scores from Inpatient, Outpatient, Emergency Department and Ambulatory Surgery patients. The Overall Best Performer Award recognizes high performing facilities that demonstrate consistency of experiences for patients throughout the



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## Ribbon Cutting Held For Expanded Patient Rooms

CRH was pleased to invite staff, physicians and trustees to view two newly renovated patient rooms. The enlarged rooms were expanded slightly into adjacent space to allow more room for equipment and staff to care for our most critical patients. The rooms are next to a nursing station providing instant access to caregivers. Hospital leaders and staff held a small ribbon cutting ceremony to commemorate the completion of the project. Above Dr. Karen Hadam, Chief of Staff; Sharon Johnson, RN, Special Care Nurse; Linda Gralenski, Board Chair; Michael K. Lally, CEO; and Larry Clark, Building and Grounds Committee Chair taking part in the ribbon cutting.



This renovation project was completed through the combined effort of the medical staff, administration, board and employees of the hospital. The project involved making better use of existing space to ensure the best possible working environment for health practitioners and an optimal place to heal for patients. “The completion of this project demonstrates our steadfast commitment to our patients, physicians and the community,” stated CRH CEO, Michael K. Lally.

### *Performance Awards continued from page 1*

organization.

CRH also received the Exceeding Patient Expectations Award for all patient types. This is the eighth consecutive year the hospital has received this award. The Ambulatory Surgery area received two Most Improved Awards for the categories of Exemplary Service, Loyalty and Endorsement.

“We take great pride in these awards because they are based on how our patients score the Hospital and staff for service and quality,” stated Mike Lally, CEO. “In essence, these awards come from our patients, which make them very meaningful and special.”

## COMPLIANCE

### **CRH Code of Conduct - Potential Conflicts of Interest**

It is recognized that the potential for conflict of interest exists for decision-makers at all levels within the hospital. This includes members of the governing board, administration, the medical staff, allied health professional staff, and employees. CRH will request disclosure of potential, real or perceived, conflicts of interest, for appropriate action, ensuring decisions are not inappropriately influenced.

CRH has a Conflict of Interest Policy. When a conflict exists there is a process for resolution. The governing board, senior management and the medical staff may also review potential conflicts (when appropriate) and take appropriate action. In the event a conflict of interest has a direct implication on patient care, the Ad Hoc Ethics Committee may be called to assist in the resolution of the issue.

Employee News



Welcome to Lori-Ann Cyr, Calais, Phlebotomist summer; Megan Sabattus, Calais, food services per diem; Lourie Swimm, FNP, Washburn, full time RHC; Suzette Scott, Calais environmental services worker part time; Kacey Hutchine, Bucksport rehab services temp; Edmond Fritz, RN Calais, nursing service manager, per diem, and Shirley Bratton, PT, Florida, rehab services temporary. Welcome back to Kim Levin, PT, Florida rehab services temporary.

Congratulations to Case Manager Erica Pike and Jason Croman on the birth of their daughter Ava Croman on June 1. She weighed 7lbs 5oz.

Welcome to our new coffee shop volunteer Carol Hollingdale.

Privacy Violations

CRH is committed to protecting patient information. There is a process at CRH to report violations. Employees are obligated to do so. Complaints are investigated promptly and appropriate action is taken. There are several ways concerns can be expressed.

- 1) Contact any supervisor
- 2) Follow the Compliments & Complaints Policy posted throughout the Hospital
- 3) Contact the privacy officer or compliance officer in person or anonymously

Call the confidential CRH ValuesLine at 1-800-273-8452

*Kudos Korner*

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

- ◆ To the Fish Class Trainers & all the staff who participated.
- ◆ To all staff who met milestones for service awards.
- ◆ To the wonderful volunteers who were honored at the recent banquet.
- ◆ To Anna Lozier of CRMS who raised \$700 for the "Relay for Life".

Submit Kudos to community relations.

The winner from the Above and Beyond nominations for May was Donna Mills, nominated for her above and beyond effort with a patient explaining a bill.

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.

Thank you Note

To CRH Family: I want to thank everyone for their support, prayers, cards, calls, gifts donations, and also for the hugs when I returned to work, this made my day (FISH). It is overwhelming to work with such a caring group of people and your support has meant a lot to me, and this really shows that we are a family at CRH.

Thanks  
Jeannine Fowler

Karen Hadam	2
Cindy Rhoades	2
Fran Holst	4
Pauline Beach	4
Kimberly Bridges	6
Jake Thayer	6
Bernie McAdam	6
Mona Van Wart	7
Wanda Smith	11
Heidi McCann	12
Nancy Green	12
Candace Robichaud	13
Amber Turmenne	16
Louise Lowe	17
Donna Mills	17
Richard Hickson	18
Kristi Saunders	19
Debora Kinney	20
Nicole Leeman	20
Mary Barnard	27
Teresa Cousins	28
Dolly Newcomb	28
Heather Rambjor	29
Robert Mealey	30

# *Congratulations to the following graduates:*

## College

*Adam Beaudoin*, son of Donna Descoteaux, graduated from Husson College.

*Jason Lally*, son of Michael Lally, graduated from University of Rhode Island.

*Jacob Ludington*, son of Dr. Lori Ludington, graduated from University of WI, Madison.

*Samantha Woodruff*, daughter of Forest Woodruff, graduated from Eastern Maine Community College.

*Nick Harmon*, son of Kathy Arbo, graduated from Eastern Maine Community College.

*Cassandra Thomas*, daughter of Karen Thomas, graduated from University of Maine, Orono.

*Griffin LeClair*, son of Jon LeClair, graduated from Marion Military Institute.

*Kaylee Beausoleil*, step daughter of Bonny Beausoleil, graduated from University of Southern Maine.

## High School

*Laura Reay*, daughter of Barbara Reay, graduated from Woodland High School.

*Honor Wilkinson*, daughter of Dr. Peter Wilkinson, graduated from Calais High School.

*Katie-Lynn Bridges*, daughter of Kim Bridges, graduated from St. Stephen High School.

*Hannah Woodruff*, daughter of Forest Woodruff, graduated from Woodland High School.

*Zachary S. Atkinson*, son of Allison Atkinson, graduated from St. Stephen High School.

*Rebecca Blake*, daughter of Cathy Blake graduated from Calais High School.

*Tyler MacMillan*, nephew of Bonnie Sprague,

graduated from St. Stephen High School.

*Stephanie Day*, daughter of Amy Day and niece of Lisa Edgerly, graduated from Calais high School.

*Lindsay Jundt*, daughter of Carla Jundt, graduated from Woodland High School.

*Jeremy McAdams*, son of Joe McAdams, graduated from Calais High School.

*Arielle Richardson*, daughter of Shirley Richardson, graduated from Washington Academy.

## Junior High/Grade School

*Peter Descoteaux*, son of Donna Descoteaux, graduated from Calais Middle School.

*John Michael Bridges Jr*, son of Kim Bridges, graduated from St. Stephen Middle School.

*Quinn Sluzenski*, daughter of Anne Sluzenski, graduated from Calais Middle School.

*Chelsie Day*, niece of Lisa Edgerly, graduated from Charlotte Elementary School.

*Courtney C. James*, granddaughter of Kathy Irving, graduated from Princeton Elementary School.

*Morgan K. James*, granddaughter of Kathy Irving, graduated from Princeton Elementary School.

# *Have a Safe and Happy*



&

# 4<sup>TH</sup> OF JULY

# CRH Employees Participate in Relay For Life

This year's relay was another huge success. The CRH team raised over \$3500, our best yet and placed 2<sup>nd</sup> overall. Thanks to all that participated by walking, donating or helping in organizing this event. Also a very special thank-you to the CRH staff, CRH Events Committee, Yancy's Restaurant, and Heatherwood Gardens for your donations. Great job everyone!

-- Judy Thornton



## HandBook Policy Refresher

### TELEPHONE

Incoming and outgoing personal telephone calls are limited to emergency situations. Personal long distance calls will not be charged to the Hospital. Telephones will be answered promptly and cheerfully by identifying the department name and the name of the person answering the call. Incoming and outgoing telephone numbers and the length of each call are electronically documented and reports are monitored by supervisors.

## International Festival Events

The Peanut Fair, sponsored by the Calais PTO and Calais Regional Hospital, will be held at the Calais Elementary School Thursday, August 5 from 4-6 p.m. Forest Woodruff has again volunteered to coordinate the Doll Hospital which takes place at the Fair.

If you would like to help at the Peanut Fair, call community relations at 454-9227. To help at the Doll Hospital, call Forest at 454-9208.



**Auxiliary News** by Pat Fellers

The Auxiliary welcomed its newest member, Cynthia Carter, to its monthly meeting. This year's \$500 scholarships were awarded to graduating seniors Stephanie Day of Calais High School and Felicia Vincent of Woodland High School. While enrolled in college classes, both students will be majoring in different aspects of the medical field.

Watch the summer CareLetters for more about the Back-to-School Book Bags Raffle in August.

The next meeting will be a potluck on October 4 at 6:00 p.m. at the Methodist Homes Rec. Center. Bingo will be played following the meeting so remember to bring your dimes and quarters.

**Seniority** by Carla McCann Bridges

We are car pooling to the Grand Lake Stream Folk Festival in Grand Lake on Saturday, July 24 from the Hospital at 8:30 am.

We are having our Annual Ice Cream Social on Friday, July 9 at 1 p.m. to celebrate National Ice Cream Month. CEO, Michael Lally, will be joining us to serve and give an update on hospital activities.

**Schedule of Events**

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

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

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

Seniority Ice Cream Social  
CRH Classrooms  
Friday, July 9, 1 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, July 12, 6 p.m.

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

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, July 22, 11 a.m.

Seniority Day Trip  
Grand Lake Stream Folk Festival  
Saturday, July 24, 8:30 a.m.

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

**JOB OPPORTUNITIES**

**Anesthesia:**

Anesthesiologist and CRNA

**Rehabilitative Services:**

PT and PTA full time

**Nursing:**

Nursing service manager per diem

RN Surgery, per diem

**Medical Staff:**

Hospitalists full time

Credentials Coordinator part time

**Apply:** Applications available from  
switchboard or on-line  
[www.calaishospital.com](http://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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