

# 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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July 30, 2008

## **Eileen Leavitt Retires**

Mary Eileen Leavitt retired in June after more than 21 years at CRH. She worked all of those years in Environmental Services starting part time. She was full time the majority of her 21 years at the Hospital.

Eileen was born and raised in St Stephen NB with her two sisters and one brother. She moved from Canada to the U.S. when she married. Eileen worked for Hathaway Shirt Corporation in their Calais factory. She later joined the Mammoth Mart department store when it opened in Calais, then worked 11 years at Star-Kist Corporation in St Andrews, NB before joining the hospital family in 1987.

At CRH Eileen performed her assignments with little supervision and was always willing to adjust her schedule to the needs of the department. Supervisors described Eileen as dependable and able to maintain her environment to a high standard. She was organized, her work was done timely and correctly, and she had good customer service skills, they said.

Eileen and husband (Edward) "Eddie" raised five children together, all educated in the Calais school system. They have four daughters, Sherry Cox, Wendy Brownrigg, Melanie Leavitt and Rebecca Leavitt and one son, Edward Jr. All live in Maine, except one daughter who lives in Tower Hill, New Brunswick. They also have 6 grandchildren.

Eileen's retirement plans include taking it easy for the rest of the summer and going to a Red Sox game. Congratulations Eileen.



## **Employee Survey Update**

CRH staff had an opportunity to participate in an employee survey in July and August of 2007. Results were shared with all department managers and staff by December 2007 and each manager was assigned the task of developing strategies to address issues from the survey and involve staff in the process.

Last month the Senior Management Team conducted the final of many follow-ups with department managers to discuss the progress of each department's action plan. It is great to report that many updates and improvements were found. Many departments have instituted regular meetings or improved communication efforts, additional staff education was planned and completed on an excellent variety of topics, manager education classes on employee policies and how to handle difficult situations were conducted, some departments instituted new processes/procedures for tracking employee issues and streamlining procedures, more

*continued on page 4*

## Handbook Policy Refresher

### PROBLEM SOLVING

The Hospital seeks to establish and maintain harmonious working relationships. Toward this goal, the Hospital will attempt to resolve employee problems promptly and efficiently on an informal basis through the department supervisor.

Although employees are urged to resolve problems informally with their supervisors wherever possible, complaints may be processed under the following procedure:

The staff of the Department of Human Resources will be available at every stage of the procedure to offer appropriate advice in the presentation of problems. The Hospital and employee, by mutual written consent, may extend any of the time limits provided for in this procedure. This procedure does not apply to managers or supervisors or employees who have not completed their initial employment period. Employee problems will be handled through the following steps:

**Step 1)** The employee shall present the problem to his/her supervisor in writing within fifteen days after the event that caused the complaint. The employee's written presentation should include a statement of the problem and the remedy the employee seeks. A meeting of the employee and his/her supervisor will be scheduled within five days of the receipt of the employee's written presentation. A co-worker may accompany the employee during this meeting, if desired. The supervisor shall respond in writing to the employee within five days of this meeting.

**Step 2)** If the problem is still unresolved, the employee may appeal in writing to the Chief Executive Officer, through the Department of Human Resources, within ten days of receipt of the Step 1 answer. The Chief Executive Officer shall schedule a meeting with the supervisor and employee within five working days of receipt of the appeal. A co-worker may accompany the employee during this meeting. Within five days of the meeting, the Chief Executive Officer shall respond in writing to all appropriate parties with a decision.

The term "day" shall mean calendar day excluding Saturdays, Sundays, and holidays.

## Sailing On With Safety

In the work environment safety should be one of the top focus points of getting our jobs done. But often times we don't see the potential of an unsafe condition. Much like a Sailboat in the fog, we go on with our task somewhat blinded by the day to day routine of the work ahead. By bringing to light a potential safety issue, you can rest easy in the knowledge that you will not be in a fog, and potentially run aground, but be able to sail on to your destination safely. Keeping in mind that every employee at Calais Regional Hospital is a Safety Officer and your family, friends, and patients are counting on you to do your job safely and professionally. Live life to the fullest, keep safety in mind and sail into each day enjoying the day for the present it is.



*Come out to support  
CRH at the  
International Festival:  
Doll Hospital & Peanut Fair  
Thursday, Aug 7, 4-6 p.m.  
Calais Elementary School*

**COMPLIANCE**

**COMPLIANCE COLUMN**

### Program Investigations

The Office of the Inspector General conducts investigations in an effort to safeguard Medicare, MaineCare and other Federal Insurance Programs. When investigations detect waste, fraud and abuse, criminal investigations result. Providers could be ineligible from billing Medicare and MaineCare patient claims. Providers could also be responsible for recovery of damages, monetary and criminal penalties.

**ValuesLine 1-800-273-8452**

## Employee News

Welcome back to Mary Beth Maxwell, RN Arkansas, temporary IP Unit.

The following have status changes: Lisa Trafton full time transcripts, radiology to part time discharge analyst, health information; Nancy Feiner full time RN, ED to per diem; Mary Scott, full time customer service representative, registration and communications to per diem; Debra Hill, part time customer service representative, registration and communications to full time.

Sympathy is extended to the CRH friends and family of former food services worker Kathy Muncey who passed away recently. Kathy lived in Holden. Sympathy to Donna Spearin on the death of her father-in-law; Sandra Cox on the death of her brother; and to Teresa MacLean on the death of her mother.

## Lab Student Completes Training at CRH

Congratulations to Laura Chadwick who graduated from the University of Maine at Presque Isle's Medical Laboratory Technician program.

Laura holds a bachelor of science degree in Marine Biology from UMM, and was able to matriculate into the laboratory science program with credit for many courses already completed. She has studied for the past two years taking classes through WCCC, UMA, UMM and UMPI.



CRH Lab Director Mark Kidder and CRH technologists worked with the program coordinator at UMPI to earn approval to provide clinical teaching for Laura for 20 weeks in the laboratory. Coordinating required minimal travel time to the Aroostook County university.

Laura has worked in Registration and Communications and as an assistant in the laboratory prior to the full time MLT position she started in July. She will take the national credentialing examination later this year.



The winner from the Above and Beyond nominations for the month of June was Mark Kidder, Laboratory Supervisor.

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.

## Students Train at CRH

Allen Deunas from Machiasport is completing a job shadow in radiology. Allen is a student at UMM and considering applying for the EMCC radiology program in Bangor.

Marion Monk	2
Judy McAlpine	2
Emma Kneeland	5
DeeDee Travis	7
Shirley Reed	9
Brenda Prout	9
Sandra Cox	15
Sandra Chase	17
Kristy Harkins	18
Marilyn Hanson	20
Jeff Sherrard	21
Dr. Laurie Churchill	21
Barbara McLean	23
Dr. Talal Khan	23
Patty Lindsay	24
Julia Brillioff	26
Renee O'Neill	26
Nancy McCann	27
Anita Flagg	28
Steve McFadden	31

**Seniority** by Carla McCann Bridges

**Schedule of Events**

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, August 1, 3 p.m.

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, August 5, 9 a.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, August 11, 6 p.m.

Encore Plus  
CRH Health Services Building  
Thursday, August 14, 3-4 p.m.

Free Blood Pressure Clinic  
Paradis Shop N' Save, Calais  
Thursday, August 14, 3 p.m.

Seniority Barbecue  
Ann Caswell's Camp at Keens Lake  
Friday, August 15, 11:30 am - 3 p.m.

Seniority CPR Course  
Instructor Shelly Bodkin  
CRH Health Services Building  
Tuesday, August 19, 9-11 a.m.  
Call 454-9262 to sign up

Diabetic Support Group  
CRH Health Services Building  
Wednesday, August 20, 6 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, August 21, 11 a.m.

June Breakfast Club winners were Mae Berry, Ann Williams and Jim Hamilton. The Breakfast Club will meet Wednesday, August 27 at the Wickachee Restaurant at 7:15 a.m. Set the alarm and come out to join us!

Seniority is offering a CPR Course Instructed by Shelly Bodkin in the CRH Health Services Building Classrooms (Old CRH) on Tuesday, August 19, 9-11 a.m. Call 454-9262 to sign up. On Friday, August 15, we are off to Ann Caswell's camp at Keenes Lake for a BBQ, come join the fun. We will leave CRH at 11a.m. Call to sign up and let me know if you can car pool.

Seniority is a health and leisure membership program dedicated to enhancing the lives of people age 50 and above. For membership information, contact me, at 454-9262. or online at [www.calaishospital.com](http://www.calaishospital.com). We now offer online signup opportunities for our activities and health screenings. Go to Schedule of Events located on the left side of the home page and choose the event you're interested in attending.

**Survey Update cont.**

cross-training of staff was implemented and work between departments to improve communication and work efforts was initiated in many areas. Not to mention the employee suggestions of mirrors at corridor intersections and heating adjustments that were addressed soon after the results were received.

The 2007 Employee Survey helped guide organization and manager work plans for 2008. Thank you to all employees who provided input through the survey. Our next survey will be in 2010.

**JOB OPPORTUNITIES**

**Health Information**

Director, Full time

**Rehabilitative Services**

Occupational Therapist  
Physical Therapist

**Environmental Services**

Part time worker

**Nursing**

ER full time & part time

**Laboratory**

MT/MLT full time

**Quality Management**

Data 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 department.*

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