

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. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.

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Twenty Three Employees Earn Awards For 365 Years Of Service

Twenty-three employees will be honored at the 2007 Annual Employee Award Banquet at the Redclyffe on Tuesday, May 15, 2007 at 5:30 p.m. This includes employees who have completed five or multiples of five years of continuous service to May 31. The list of employees receiving awards is being published in advance to allow the opportunity to correct any names listed or excluded by error. Call human resources with corrections. Congratulations to the following for their loyal service to our customers:



Kristi Saunders
35 Years



Connie Croman
35 Years

35 Years
Kristi Saunders
Connie Croman

30 Years
Mary-Jo Burgess
Charlie Doyle
Susan Casey

25 Years
Marian Guire

20 Years
Vicki Clark
Marion Monk
Renee O'Neill
Steve McFadden

15 Years
Jeanine Allen
David Brilllott
Michael Bodkin

10 Years
Russell Staples

5 Years
Carlton Miller
Cathy Blake
Lisa Edgerly
Kristine Mesman
Anita Flagg
Cindy Kierstead
Anne Sluzenski
Lisa Trafton
Dana Davidson

Notes of Thanks

Dear Friends, Seldom have I had something happen that moved me as deeply as did your remembrance of me at the time of the loss of my mother.

Certainly my wife is on staff with you, and therefore verbal expressions of sympathy to her would be understandable. And your rallying to help free up her shifts was so much appreciated. But when I received cards noting the giving of memorials in recognition of Mom's passing, it went beyond anything I ever expected.

Both my wife and I have worked in many and varied work settings "along the way", but I don't recall ever seeing such an over-and-above gesture on our behalf.

Knowing my wife's gifts and heart, I know she is a valuable part of your staff, but I must say to you that you are a valuable part of our lives at this point in our journey.

I give thanks to God for all the ways he has helped us in these past weeks. But right now, you have to know I give Him thanks for the touch on my life that has come through your gesture of sensitivity and care. God bless you!

Sincerely,
Robert Meister

Thanks to everyone in the OR department who were watching out for me. You don't know how much it helped.

Thank you
April Free

CRH Family; your kindness and comfort will always remain in our hearts.

Thank you
Cathy & Family

Please be considerate of our patients and coworkers with allergies by not wearing cologne or products with fragrances in them.

Medical Assistant Students Train at CRH

Welcome to students Tami Clark and Holli Santeere from WCCC. Both students are completing required clinical job training at CRH. They are rotating through the departments of Health Information and CRMS Orthopedics.

Tami and Holli are enrolled in the Medical Assistant (MA) program at WCCC. MA's are trained to perform medical administrative and clinical duties. They are multi-skilled personnel qualified to work in physician offices, group practices and allied health settings. Students earn certification as a MA-C by sitting for a national exam following completion of the associate degree program.

Kudos



Korner

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

- ▶▶ To Julie Richard RN, CRMS for her heroic feat on route 9!
- ▶▶ To Debbie Kinney for arranging vases of flowers in our main lobby.
- ▶▶ To Forest and Kim for the storage shelves in ED area.

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

COMPLIANCE

OIG Program Activities

The Office of the Inspector General's (OIG) four divisions oversee compliance with Federal Health and Human Services (HHS) programs.

The divisions focus on financial and performance audits, inspections of program effectiveness and efficiency, investigations of fraud and misconduct and legal resolution of fraud and abuse cases.

Employee News

Welcome back to Joanne Zaluski-Carney, PT, Eastport, per diem in Rehabilitative Services.

Welcome to the following: Jennifer Howard, RN, Cooper, ED evenings part time; Kathy Carter, RN, Wisconsin, ED evenings temporary; Bruce Stevens, PTA, Waterville, temporary Rehabilitative Services; Brian Walton, Calais, food services cook full time; Debra Hill, Calais, Registration & Communications, part time; and Benai Parks, Baileyville, food services worker and supervisor, full time.

Sheila Dow, RN, Nursing Service Manager has changed status from full time to per diem.

Sorry to see you go to Marian McGouldrick, full time cook.

Sympathy is extended to Catherine Scullin on the death of her brother, to Paulette Meister on the death of her mother-in-law and to Marion Monk on the death of her sister.

Congratulations to Mary McLellan on the birth of her fourth grandchild, Casey Maylynn born January 16 at CRH to Crystal & Duane McLellan of Calais. Also to Cressey & Teresa Braizer on the birth of their granddaughter Kate Isabelle McPhee born February 24 at CRH to Julie & Bradley McPhee. Also to Heather Rambjor on the birth of her 2nd granddaughter Emy Alida Rambjor was born to daughter, Trina, in Lakeland FL on February 28.

Handbook Policy Refresher

Performance Appraisals:

Performance appraisals shall be used as a forum for discussion between employees and their supervisors. Space is provided on the evaluation form for the employee to respond to the appraisal. Both the supervisor and the employee shall sign the evaluation and the employee shall receive a copy, if requested. Should an employee feel unfairly evaluated, a review may be requested.

Employees are usually evaluated after the first few months of employment and annually thereafter. However, employees may be evaluated and reviewed at any time. If at any time during the initial employment period an employee's performance is found to be unsatisfactory, the employee may be subject to dismissal with no recourse under any other provision of this handbook.

Breakfast With The CEO

The next staff breakfast with the CEO will be on Thursday, April 19 in the boardroom at 7:45 a.m. If you receive an invitation, don't forget to **RSVP** to ext. 165.



The winner from the Above and Beyond nominations for the month of February was Brenda Prout.

To recognize someone through the Above and Beyond program, simply complete a recognition card that can be found in the Lobby or Cafeteria and submit it to Community Relations.

April Birthdays

Lisa Trafton	2
Barbara Stanhope	3
Stacy McLaughlin	4
Judy Palmer	6
Karen Davis	8
Pamela Beckett	12
Tomi Ellsmore	13
Dr. Edward Barrera	16
Marty Colson	17
Valerie Kilby	16
Diana Howell	19
Camela Griffin	19
Cody Stow	20
Dr. Antoanela Zaharia	21
Sharon Diffin	22
Pamela Reynolds	23
Phyllis Leidy	24
April Dow	28
Kathleen Ramey	28
Daniel Snyder	28

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor
Tuesday, April 3, 9 a.m.

Cardiac Rehabilitation Support
Group
CRH Classroom
Friday, April 6, 3 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save
Thursday, April 12, 3 p.m.

Seniority Bowling
CRH Lobby
Friday, April 13, 9:45 a.m.

Diabetic Support Group
Methodist Homes Rec Hall
Wednesday, April 18, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, April 19, 11 a.m.

Seniority Vision Screening
CRH Classrooms
Tuesday, April 24, 12 noon-5 p.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, April 25, 7:15 a.m.

Auxiliary News by Muriel MacArthur

CRH Auxiliary met on March 5 at the Rec Hall with 12 members present. In the absence of Secretary Sallee McShane, Norma Van Devander read the minutes from the last meeting. Posters are being distributed to many places for our semi-annual Donation Day on March 29. Items needed are on the posters. Our Green Auction went very well and we all had fun with the auctioneer.

Tickets are on sale by our members or at the coffee shop for our Easter Basket filled with all the goodies for Easter Dinner.

Our next meeting will be held on April 5 at the Rec Hall at 6 pm. We will have a potluck dinner. Please bring your favorite dish and a place setting. Come join us at our meeting and see what we will be planning next.

Our pie makers for Donation Day drawing will be Ethel Young, Molly MacArthur and Irene Moreside. Workers for the day will be Norma, Mary, Irene and Molly will be there at 3 pm to draw the pie winners.

50/50 draw was won by Norma.

Seniority by Carla McCann

On Tuesday, April 24 Dr. Lin will provide free eye screenings from 12 noon- 5 p.m. for Seniority members in the CRH clinic. Call to make an appointment.

We are going to Bordertown Bowling Lanes in St. Stephen to bowl three strings at a cost of \$6.75 cdn. (There is no charge for shoes). We will meet in the CRH Lobby on Friday, April 13, at 9:45 a.m. Afterwards, anyone interested can join the group for lunch. Call to sign-up and let me know if you can car pool.

JOB OPPORTUNITIES

Laboratory

Laboratory MT or MLT national certification required

Rehabilitative Services

Physical Therapists full time

Nursing

RN ED full time & part time all shifts

Nursing Svc Manager full time

RN Inpatient Unit full time

Apply: Applications available from switchboard or on line @ www.calaishospital.com

This newsletter is published monthly by the community relations department. CRH is an equal opportunity provider.

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ADDRESS CORRECTION REQUESTED

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