

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.

Inside this issue:

*Schedule of Events
Seniority News
Auxiliary News
Employee News*

Volume XVI. No. 8
August 27, 2008

Meet Our New Pediatrician

Calais Regional Hospital is pleased to announce the addition of Dr. Renato Mendoza to the CRMS practice as a pediatrician.

Dr. Mendoza earned his M.D. from the University of Santo Tomas, in Manila, Philippines. He served his Internship at the Memorial Hospital in Pawtucket, Rhode Island and his residency at St. Elizabeth Medical Center in Boston, Massachusetts.

Dr. Mendoza spent his childhood in the Philippines where his father was a doctor in OB/GYN and surgery, as well as serving as mayor for four terms. His mother was a homemaker raising five children. Dr. Mendoza met his wife, Amelia, while working at a Veterans Hospital in the Philippines. The two were married thirty five years ago, and shortly after relocated to the United States. Amelia has spent the last eleven years working as a nurse for Harvard University, and before that was an ICU nurse for twelve years. They have three children, a daughter and two sons. Their daughter fol-



continued on page 4

Marina Nixon Retires

Marina Nixon retired in August after more than 39 years at CRH. At the time of retirement she held the position of Data Information Clerk in Quality Management, where she worked for the past 16 years.

Prior to that, Marina worked in the former Hospital on Hall Wing. Hall Wing was the medical-surgical unit name for former CEO Frances Hall and Marina worked there when the unit was named in honor of her. Marina worked for 10 years as a Nurse and 13 years as Ward Clerk on this unit.

Marina grew up in DeWolfe Corner outside St. Stephen, NB Canada. She attended St. Stephen schools and graduated from the nursing program at the Lady Dunn Trade School in St. Andrews, NB. Prior to joining CRH, she worked three years as a nurse at the Charlotte County Hospital in St. Stephen. Marina moved to the U.S. when she married her husband, John, 45 years ago.

At CRH Marina was able to meet the challenges of her role, partly due to her willingness to work as a team player, able to assist with tasks and adjust to changes. "She continually updated her knowledge as regulations



continued on page 4

Employee Appreciation Cookout

This year's Employee Appreciation Cookout was a great celebration of the CRH staff. The Mexican Fiesta themed event included hamburgers, hot dogs, chili, coleslaw and choco taco ice cream bars for dessert. There were festive decorations of red, green and yellow and salsa with chips on the tables for all to enjoy. Thank you to the Employee Events Committee, the CRH Maintenance crew and the cooks: Cecil Moreside, Board Member; Linda Gralenski, Board Chair; Harrell Connelly, interim CEO; Bernie McAdam, CFO; and Jan Wakin, CNO. Winners for the door prizes were Kristy Harkins, Debbie Flood, Angela Clark and Betty-Jo Cates.



Evelyn Olsson Retires

Evelyn Olsson retired recently after a decade and a half at CRH. Upon retirement she held the position of Data Analyst in the Health Information Department, where she worked the past eight years. Evelyn started out as a Customer Service Representative in Registration and Communications where she worked her first seven years.

Evelyn was born at her grandmother's home in Alexander and grew up in Crawford, the daughter of Ethel and Herman Wallace. She was the only daughter growing up with three younger brothers. She graduated from Calais Memorial High School in 1956 in the same class with future husband Bob. They were high school sweethearts briefly, parted and reconnected a few years later.

Following graduation, Evelyn worked nine years as secretary to Calais School Department's superintendent Hamilton Giberson and later Lee Mushroe. Both are deceased. Evelyn and husband Bob owned and operated the Sears Catalog Sales store on North Street in Calais from 1970 to 1993. When they retired and closed the store, it was the number one sales merchant store out of 2,200 in the country. Bob says Evelyn was "always the brains of the outfit". If you know Bob, (the prankster,) you would agree.

Evelyn began her career at CRH after a 23 year career with Sears. She loved her work and friends at the Hospital, which is why she says she stayed until she was age 70. Many times she could be heard saying "the atmosphere here is great; it's really a joy to be here". According to her supervisor, Renee O'Neill, Director of Health Information, "Evelyn was an excellent worker with a positive attitude and strong work ethic. She was a loyal employee".

In her job she performed multiple tasks. The job wasn't for someone who couldn't multi-task. Her performance was measured on how well she organized and analyzed medical records, handled transcription received, and accurately filed medical information so it could easily be retrieved when needed.

Evelyn and Bob have been married for 48 years and have lived all their married life in Baring. It's there they still run a farm, donate time to their church and somehow found time to raise a family of 'my three sons, Dale, Mark and Glenn'. They have two grandchildren, Stephanie and Tiffany and two step-grandchildren, Wayne and Brittany. Plans in retirement are to spend time at their cottage on Crawford Lake and lots of time with their family. Evelyn enjoyed dinner out with her department colleagues recently to celebrate. Best wishes!



Would You Like to Volunteer?

Calais Regional Hospital has volunteer opportunities in the Gift Shop, as a Patient Sitter and as a Clerical Helper. Volunteering is a very rewarding experience. It's a great way to become active in the community and help make a difference.



Gift Shop volunteer duties include operating a cash register, a coffee machine and refilling supplies. Regular, recurring shifts are available as well as call in shifts for those out sick or away.

Patient Sitter duties include spending time with a patient just being at the bedside when loved ones can't. The volunteer provides one-to-one patient observation for the patient's safety, comfort, companionship and reassurance. This position is on a call-in, as needed basis.

Clerical helpers assist hospital departments with filing and copying and various other clerical duties.

All CRH volunteers are required to complete a Volunteer Application and attend an orientation session prior to beginning volunteer duties. If you are interested in volunteering at CRH, contact Carla Bridges, Seniority Coordinator, at 454-9262 or complete a Volunteer Application online at www.calaishospital.com.

Annual Seniority BBQ

This seniority event was held at Ann Caswell’s camp on Keene’s Lake. It was a wonderful sunny day with over 20 seniority members attending. Thank you to Ann Caswell’s for hosting this event for the past five years, along with cooks Cecil Moreside, Lyman Cook and Dick Adams. Entertainment was also provided by Cecil Moreside and Lyman Cook.



Marina Nixon, continued from page1

related to quality, employee health, infection control, risk management, customer service and patient satisfaction changed over the years”, according to her director, Stacey Doten. “Her ability to organize her workload and meet deadlines was a special strength.”

Her husband, John, retired in 2003 after 40+ years as a supervisor at Domtar Corporation in Baileyville. Together they have one daughter, Tricia, who lives in Holden. Tricia and husband, Jason, have one daughter, Jady, who is seven months old. Tricia works as a Dental Hygienist and is also an Instructor in Bangor Community College’s Dental Hygiene Program.

Marina’s plans in retirement are to spend as much time as possible with granddaughter, Jady, during her pre-school years. Best wishes Marina, as you set off on new adventures.

New Pediatrician, continued from page1

lowed in her mother’s footsteps and is a nurse. One son is a psychology major who works with troubled children and the other is a sociology graduate preparing for a new job with Bowdoin College in Bowdoin in Brunswick. The Mendozas also have three grandchildren.

When asked about choosing to relocate to Calais, Dr. Mendoza says, “I’ve practiced in areas with small populations and found I like small towns and the small town way of life.” He is looking forward to enjoying some sporting activities such as golf and fishing and wants to give ice fishing a try. He is also a collector of stamps and coins and enjoys traveling.

When asked about the accomplishment he is most proud of, he and his wife both light up and say instantly - raising a family and providing their children with an opportunity for a good education. “We worked very hard and sacrificed for our children to complete school with no debt,” said Mrs. Mendoza. Dr. Mendoza agreed adding, “We take great pride in that.”

Dr. Mendoza began seeing patients in the CRMS practice in August. To schedule an appointment, please call 454-8195.

COMPLIANCE

COMPLIANCE Enforcement Agencies Significant resources are used in investigating fraud against Medicare and MaineCare programs. Federal, State and local law enforcement agencies work together to protect beneficiaries enrolled in these programs. Some of the agencies are the Federal Bureau of Investigations, the United States Postal Inspection Service, the Internal Revenue Service and the State Medicaid Fraud Control Units.

The Offices of the Inspector General (OIG) investigates individuals, facilities or entities who bill Medicare or MaineCare. They also investigate business arrangements for compliance with Federal anti-kickback statutes and self-referrals by physicians.

Employee News

Next reduced staffing holiday is Labor Day, Monday, September 1.

Welcome to Tina Lorenzo, Calais, part time registration and communications customer service representative; Tammy Davis, Alexander, part time Data Coordinator, Quality Management; Theresa Estey, St. Stephen, per diem communications clerk; and Vivian Dancy, Illinois, MLT, Temporary.

The following have transfer changes: Tiffany Carson, per diem laundry will cross train to communications clerk per diem; Kristin Boies, C.N.A. per diem has transferred to full time ED Registration Ward Clerk; Diane Brown, C.N.A. Registration Ward Clerk full time has transferred from days to nights; Sonya Carter, CMA, CRMS, per diem to full time; Mary Beth Newman, RN part time CRMS to Cardiac Rehab part time; Patty Wentworth, RN ED part time to Surgery full time; Catherine Woodson, RN, part time CRMS Clinical Supervisor to full time Surgery.

Sorry to see you go to June Gillespie and Nancy Hanson, registration; Katie Ramey, OT; Virginia Bubak, PT; Kim Wallace, MA and Nancy Lucas, RN who are moving from the area. Also to Julie Clark, Home Health Clerk who has accepted a teaching position at WCCC. Judy McAlpine, LPN, Support Staff Supervisor at CRMS has accepted a clinic nurse position at Indian Township Health Center at Peter Dana Point .

Sympathy is extended to Judy McAlpine on the death of her mother-in-law and to Dr. Ann Simmons on the death of her brother and sister-in-law.

Congratulations to Cherry Knowles, RN and her husband Merle on the birth of their first child, Alyannah Cherisse, born July 19 at CRH.

Congratulations to Marian Guire on the birth of her 3rd grandchild. Benjamin Jeffrey Guire Hertz was born July 18, weighing 7 lbs, 14 ozs. He was 21" long and his parents are Cathy (Guire) and Colin Hertz of Topsham. His sister is 4 year old Katie.



The winner from the Above and Beyond nominations for the month of July was Barbie Clark, Emergency, RN.

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.

Handbook Policy Refresher

Bulletin boards located in Hospital departments shall be used only for official Hospital announcements concerning administrative or health care matters. The bulletin board located outside the Director of Plant Maintenance office, may be used by employees and Hospital-related organizations for posting items of general Hospital interest, as well as for posting communications from Hospital departments. All postings in hallways must be placed under cover.

Employees or Hospital-related organizations seeking space on the bulletin board must submit the item to the Department of Human Resources for approval. A department employee will sign, date and post each item for no longer than two weeks.

Cheryl Trader	1
Catherine Woodson	2
Anne Perry	6
Brittany Sowers	6
Jeanine Allen	8
Dr. Nadeem Ali	9
Dr. John Tkach	11
Kristine Mesman	11
Tina Lorenzo	16
Angela Olsson	17
Amber Phillips	18
Eleonore Sullivan	20
Dr. Laurie Churchill	21
Heather White	22
G. Paulette Meister	22
Cherry Knowles	22
Edward Farrell	23
Diane King	23
Jo-Anne Bartlett	25
Patricia Wentworth	26
Krista Arsenault	27
Charles Doyle	28
John Stanley	28

Seniority by Carla McCann Bridges

Schedule of Events

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

Seniority Moosehorn National Wildlife
Refuge Tour
YCC Building
Tuesday, September 2, 6 p.m.

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

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

Encore Plus
Mona Van Wart's office at
CRH Health Services Building
Thursday, September 11, 3 - 4 p.m.

Free Blood Pressure Clinic
Paradis Shop N' Save, Calais
Thursday, September 11, 10 a.m.

Seniority Potluck Luncheon
Methodist Homes Rec Hall
Thursday, September 11, 11:30 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, September 17, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, September 18, 11 a.m.

July breakfast club winners were Cecil Moreside, Sharon Frost and Irma Howbrigg. Our next breakfast is at the Wickachee Restaurant Wednesday, September 26, 7:15 a.m.

Seniority is having a potluck luncheon on Thursday, September 11 at 11:30 a.m. in the Methodist Homes Rec Hall. Jason Charland, from University of Maine Center on Aging will speak to our group on volunteer opportunities.

The Moosehorn National Wildlife Refuge will provide free van tours and guided bird and nature walks on Tuesday, September 2 at 6 p.m. for Seniority members. Please contact me to reserve your seat as space is limited. We will car pool from CRH at 5:30 p.m. to the YCC building.

If you are interested in joining our group, please contact Carla McCann Bridges, Seniority Coordinator, at 454-9262. The cost is only \$20 for a lifetime membership. We are always looking for new members.

JOB OPPORTUNITIES

Anesthesia

CRNA full time

Ward Clerk

Registration ED part time

Heath Information

Director, Full time

Home Health

Clerk part time

Rehabilitative Services

Occupational Therapist full time

Physical Therapist full time

Nursing

RN ER full time & part time

RN CRMS part time

Chief Nursing Officer

Full time

Laboratory

MT/MLT full time

Communications & Registration

Clerk part time

Medical Assistant CRMS

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 department.

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

Nonprofit
Organization
U.S. Postage
PAID
Calais, Maine
04619
Permit #38