

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
Retirement Story*

*Volume XVI. No. 7
July 29, 2009*

Teresa MacLean Retires

Teresa MacLean is retiring after nearly 35 years at CRH. She leaves the position of Coder in the Health Information Department.

Teresa was born at the Calais Hospital on Church Street to Margaret Kelly and grew up in the family home in Milltown with her younger brother Michael, who is still in the area. She graduated from Calais Memorial High School in 1959. After graduation, Teresa had her first experience at CRH typing reports in xray for Dr. Southworth. She then moved on and spent two years at the paper mill in Baileyville and ten years as an operator for the New England Telephone Company until the Calais office closed. During her time away from CRH, Teresa stayed involved with the hospital and worked on the CRH community fund drive to raise money for the extended care facility referred to as C-Wing at the old facility.



*Teresa MacLean,
Health Information Coder*

In 1974 Teresa told then Hospital Administrator Frances Hall that she would cover vacation in Radiology for Ivie Avery. Before the vacation ended, Teresa had accepted a full time Medical Records Clerk position.

Although Teresa enjoyed working in Health Information, after seven years she decided it was time for a change. In 1981 she transferred to the position of secretary to the director of nursing. Eight years later Teresa decided she wanted to return to her first love, Health Information. During her 27 year career in this department, she had only three bosses: Norma VanDevander, Renee O'Neill and since January 2009, Pat Hoard. Teresa has been complimented by her supervisors for her positive attitude and her ability to work well with everyone. Her supervisors described her as well organized, loyal and conscientious; always trying to improve systems to make work easier.

Teresa was married for 20 years to husband Eddie who passed away in 2000. Her family includes daughter Ann Marie Flood and her husband Ronnie of Cooper and two grandchildren she is especially proud of. Trevor is a 4th grade teacher at the Alexander Elementary School and lives in Cooper with his wife Shannon. Vanessa, who is attending college to also be a teacher, is the mother of one year old great grandson, Caleb and lives in Robbinston with her fiancé David Townsend.

Teresa's plans in retirement include doing just exactly what she wants to do, when she wants to do it. She's not an early bird, so don't expect to see her out and about before sunrise. Watch for her waving from a class reunion float in this year's International Festival Parade. Wherever or whenever you see her, take the time to ask her to share some of her stories with you. You'll be glad you did.

Pension Plan

Lincoln Life representative will be available on Thursday, August 27th from 8 a.m. to 4 p.m. to meet with employees on an individual basis to discuss questions regarding the pension plan. To schedule an appointment contact Human Resources at ext. 303. All meetings will be held in classroom B.

HandBook Policy Refresher

Bereavement Leave

Full-time employees are eligible for up to three (3) shifts and part time employees are eligible for two (2) shifts of bereavement leave between the date of death of a member of the employee's immediate family, up to and including the date of the funeral or memorial service, provided they are scheduled work shifts. Full time employees are eligible for four (4) shifts of bereavement leave in the event of the death of a spouse, child, step child or legal ward.

Full and part time employees are eligible for this benefit after three (3) months of employment. Time will be paid at base hourly rate plus applicable differentials.

Immediate family is defined as the employee's mother, father, brother, sister, spouse, child, stepchild or legal ward, grandparent, stepmother, stepfather, grandchild, mother or father-in-law, great grandparents, and spousal equivalent, defined as a marital-like relationship with someone living in the same household.

Employees scheduled for PEP time off, eligible for time under the Bereavement Policy, may use these hours rather than PEP time.

COMPLIANCE

Computer User Mistakes

1. Sharing log-on information
2. Leaving your screen unlocked & walking away from your computer
3. Saving personal information on work computers
4. Opening an attachment you are not expecting
5. Writing your passwords down

ValuesLine 1-800-273-8452

It's Now Official , CRH is Tobacco Free!

On July 1, Calais Regional Hospital was the 24th hospital in the state to become a tobacco free campus. To commemorate the new Tobacco Free Campus Policy, the Registered Nurses' Professional Practice Committee planted a tree near the former designated smoking area. The tree was provided by the CRH Tobacco Free Campus committee and the staff



Carol McElarney and Heidi McCann represented the Nurses Professional Practice Committee during a tree planting ceremony.



Tobacco Free Campus Committee Members included: (front, l to r) Anita Flagg, Jeannine Fowler, Mary-Jo Burgess, Kristi Saunders, Linda Gralenski. (back, l to r) Cody Stow, Melissa Greenlaw-Johnson, Dr. Peter Wilkinson, DeeDee Travis. Missing from photo: Heather White.

participated in a brief ceremony to recognize CRH's establishment of a tobacco free campus. Heidi McCann, RN and Carol McElarney, RN, represented the committee during the ceremony.

Much thanks is extended to the Tobacco Free Campus Committee, who put much time and effort into implementing this policy change.

Employee News

Congratulations to Dr. Christopher Hayward who recently passed his Board recertification exam in General Surgery.

Congratulations to the following: Cheryl Trader, first time grandmother on June 19. Daughter, Tammy and Adam Violette of Brewer had a baby boy named Ayden Spencer Violette weighing 7lbs, 11 ozs, and 19 ½ inches long born at EMMC. Carol McFarlane on the birth of her grandson, Ethan Adam McFarlane, born June 18 in Saint John NB, weighing 7lbs, 6ozs and 19 inch long. Radiology technologist Mindy Smith and her husband Jason on the birth of twins born July 10. Daughter MacKenzie Rae weighed 4 lbs 15 ozs and son Mikah Evan weighed 5 lbs 4 ozs. Both were 17 ½” long and to laboratory assistant Patty Lindsay on the birth of her first grandchild, Teagan Ann Marie Pomeroy born July 12 weighing 7 lbs 12 ozs and 21” long. Parents are Patty’s daughter Nikki, and Kevin Pomeroy.

Please check the address on your payroll stub and if it is incorrect, notify Human Resources to make the correction.

Sympathy to Ed Farrell on the death of his mother and to Mary MacDonald on the death of her brother.

Sorry to see you go to Amanda Larkin, environmental services who accepted a job closer to home.



The winner from the Above and Beyond nominations for the month of June was Bob Mealey, Maintenance.

To recognize someone through the Above and Beyond Program, simply complete a recognition card that can be found in the lobby, cafe, Inpatient Care or nursing employee lounge and submit it to community relations to have a chance to be drawn for a prize.

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.



Marion Monk	2
Craig Croman	3
DeeDee Travis	7
Shirley Reed	9
Brenda Prout	9
Crystal McLellan	11
Sandra Cox	15
Sandra Woodward	17
Kristy Harkins	18
Dr. Laurie Churchill	21
Barbara McLean	23
Dr. Talal Khan	23
Patty Lindsay	24
Julia Brilllott	26
Nancy McCann	27
Anita Flag	28
Steve McFadden	31

Kudos Korner

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

- ◆ To the RN’s who sponsored the tree planting on TFC day.
- ◆ The student volunteers who always help when needed.
- ◆ To the Tobacco Free Campus group for a well thought-out, well executed implementation of our smoke-free campus policy.

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

Seniority by Carla McCann Bridges

Schedule of Events

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

Cardiac Rehabilitation Support Grp
CRH Classroom
Friday, August 7, 3 p.m.

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

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

Seniority Barbeque
Ann Caswell's Camp at Keenes Lake
Tuesday, August 18, 11:30 am - 3 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, August 19, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, August 20, 11 a.m.

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

June breakfast club winners were Mae Berry, Irene Morside and Bob Howbrigg. Our next breakfast is at the Wickachee Restaurant Wednesday, August 26, 7:15 a.m.

Seniority members come walk with us and join our Walking For Wellness program. We will follow along with a walk-at-home DVD in the classrooms twice a week for anyone who would like to be more active. You can view this video sitting, standing or in a chair. You just need to keep your feet moving. You have a choice to do 1 mile or 4 miles. It's all up to you. Classes will be on Tuesdays and Fridays in July and August, 8:30-9:30 a.m.

On Tuesday, August 18, we are off to Ann Caswell's camp at Keenes Lake for a BBQ. Come join the fun.

We will leave from CRH at 11:30 a.m and return by 3 p.m. Call to sign up and let me know if you can car pool.

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

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

JOB OPPORTUNITIES

Environmental Services Worker:
part time

Nursing:
RN ED part time 7pm-7:30 a.m.
IPCU Special Care, full time days
RN IPCU, full time day/nights
ED part time nights

Rehab Services:
OT and PT 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 departments. CRH is an equal opportunity provider.

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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