

# 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:**

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December 29, 2009

## **CRH Welcomes New Managers**

**E**rica Pike, RN, BSN of Alexander has joined Calais Regional Hospital staff as Case Manager. Erica joined the CRH family on November 30.

A Washington County native, Erica graduated from Woodland High School. She earned her Bachelor of Science in nursing degree from Husson College in Bangor ME. Her clinical experience includes Hospital emergency, intensive care and medical surgical nursing. She also has a background in Hospice, community health and case management.



*Erica Pike, RN, BSN is the new CRH Case Manager*

John (Jake) Thayer, MT (ASCP), BA has been promoted to the position of Laboratory Manager.



*Jake Thayer, MT (ASCP), BA has been promoted to Laboratory manager.*

Jake joined CRH as a medical laboratory technologist in June 2007. His educational background includes a Bachelor of Arts degree in medical technology from St Bernard College in St Bernard, Alabama. He also holds a Certificate in Business Administration from Morse School of Business in Hartford, CT. His experience includes laboratory leadership positions at Hartford Hospital in Hartford CT, John Dempsey Hospital in Farmington, CT and New Britain General Hospital in New Britain, CT. Jake retired in 1998, with the rank of Captain,

after a 30-year military Army reserves career. Jake and his wife live in Eastport.

*Wishing you a Happy  
and Healthy New Year*

# COMPLIANCE

## Emailing and Faxing PHI

There is new legislation governing Protected Health Information (PHI). This Legislation is called HITECH and it places even more importance on ensuring that the correct party receives the intended information. At CRH health information should never be emailed. Faxing of PHI is allowed as long as the CRH policy on faxing is followed. The policy states:

“Reasonable efforts should be made to assure the fax transmission is sent to the appropriate destination. It is important to verify the fax number and make sure it is entered correctly. Call the intended recipient as soon as you are ready to fax the information and ask that you be notified if the fax is not received”.

Every effort must be made by staff to protect our patients’ privacy.

ValuesLine 1-800-273-8452

## CRH Celebrates the Holidays

CRH elves started out the holiday season for all the staff, retirees and volunteers with hot apple cider and cookies. Over 50 children visited with Santa and received lollipops, crayons and a coloring book from elves Patty Lindsey and Jeannine Fowler. A big thank you to Santa all the little elves who helped out and to the Events Committee.



The Stow family showing their holiday spirit at CRH.

## Treebute to Life

The Treebute to Life campaign was a great success. This year over \$700.00 was raised towards the 2009 Annual Fund to help purchase digital mammography equipment. Thanks to everyone who participated. Treebute ribbons can be picked up at the front desk at the hospital.



## HandBook Policy Refresher

### Lockers

Lockers are available in most departments. To request a locker, contact Human Resources. Employees will provide their lock. The lock combination or second key will be given to Human Resources. Lockers, work areas and offices are Hospital property. The Hospital has the right to search these areas or any other areas of the Hospital. Bags, containers, boxes, purses, removed from or brought into the Hospital by employees or others, are subject to search. The Hospital is not responsible for personal property stolen from the premises.

**2010 REDUCED STAFFING DAYS**  
 .....Clip & Save.....  
 New Years Day, Friday, January 1  
 Presidents Day, Monday, February 15  
 Memorial Day, Monday, May 31  
 Independence Day, Monday July 5  
 Labor Day, Monday, September 6  
 Veterans’ Day, Thursday, November 11  
 Thanksgiving, Thursday, November 25  
 Day after Thanksgiving, Friday, November 26  
 Christmas, Friday, December 24

Reduced staffing days are now on mycrh intranet.

## Employee News

Employees scheduled to work on Christmas, Friday, December 25 may enjoy one free meal in the Café courtesy of CRH.

Welcome to Cynthia Bosse of Perry, Communications and Registration Clerk part time; and Tasha Stevens, Maine, OT Rehabilitative Services temporary.

Congratulations to Jake Thayer on the birth of his 4<sup>th</sup> grandchild, born into the family of his youngest daughter Elise DeCarlis in Harwington, CT. Baby Annabelle was born on Halloween.

Congratulation also to Heidi Norton on the birth of her 1st grandchild. Proud parents Ryan Norton and Heather Reed welcomed Daniel John Norton on December 5, weighing 6 lbs 11 ozs.

Sympathy is extended to Kristy Harkins, RT on the death of her father.



|                         |    |
|-------------------------|----|
| Mellissa Kenney         | 1  |
| Debra Flood             | 8  |
| Peter Casey             | 8  |
| Susannah Martinez       | 12 |
| Michael Bodkin          | 12 |
| Terry Brownlee          | 18 |
| Beth Curtis             | 21 |
| Patricia Phillips-Doyle | 24 |
| Sheila Cottrell         | 25 |
| Elaine McGlaughlin      | 30 |
| Michael Turner          | 30 |

## Pet Photo Contest Winner

The pet winner in the employee and family pet photo contest was Molly Thornton, submitted in memory of Molly by Judy Thornton. The winner won a pet gift stocking, which Judy donated to PAWS. Photos need to be picked up in Jeannine Fowler's office by January 8. The contest raised \$73 which was donated to PAWS on behalf of CRH staff.



## CNA Students Train At CRH

Certified Nursing Assistant students from CWCCC completed clinical training at CRH Wednesday and Thursdays during December under the direction of Instructor Ericka Tracy, RN.

## Kudos Korner

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

- ◆ To the Events Committee for the animal picture board which provided a donation to PAWS.

- ◆ To CRH representatives on the Calais High School Dollars for Scholars committee Mary Barnett, Dana Davidson & Andrea Driscoll.

- ◆ To Judy Thornton, Cammi Griffin and Jeannine Fowler for serving holiday cider to staff in all CRH extended locations.

- ◆ To Charles Nichols for purchasing and donating oxygen masks especially designed for cats and dogs to fire departments over the course of this year, ensuring that many in this area are now equipped.

- ◆ To Bernie McAdam, DeeDee Travis and Mike Lally who served dinner at the Auxiliary Christmas party.

Submit Kudos to community relations.



The winner from the Above and Beyond nominations for November was Debbie Meisner.

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 be drawn for a prize.

## Schedule of Events

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

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, January 14, 3-4 p.m.

Seniority Bowling  
Meet in CRH Lobby  
Friday, January 15, 9:45 a.m.

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

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, January 27, 7:15 a.m.

## Auxiliary News by Irene Moreside

This year ends on a happy note as the Auxiliary members enjoyed a delicious dinner prepared by the hospital food services, complete with a gift exchange and donations of non perishable foods for the local food pantry. Guest speaker was Michael Lally, CEO of Calais Regional Hospital who spoke of the importance of the support by the Auxiliary to the hospital. Entertainment was provided by Cecil Moreside.

The winner of the Auxiliary Thanksgiving Basket was Mary Scribner.

The Christmas Bazaar was a successful event. Thank you for the donations. The winners of the raffles were Cheryl Zwingman-Bagley, Sharon Diffin, Shirley Monteer, Kathy Irving, Donna Mills, Cathy Scullin and the 50/50 winner was Jeannine Fowler.

The first installment of our \$40,000 pledge for the digital mammography machine will be paid by the end of this year.

The nominated officers for 2010 will be voted into office at the next meeting on Monday, January 4 at 6:30 p.m. Bingo will be played after the meeting.

## Seniority by Carla McCann Bridges

Seniority is having an outing to Bordertown Bowling Lanes in St. Stephen to bowl three strings at a cost of \$7.50 cdn. (There is no charge for shoes). We will meet in the CRH Lobby on Friday, January 15 at 9:45 a.m. Afterwards, anyone interested can join the group for lunch at Yancy's. Call to sign-up.

The next breakfast club meets at the Wickachee Restaurant on Wednesday, January 27, 7:15 am. Set your alarm!

### JOB OPPORTUNITIES

#### Rehab Services:

Physical Therapist full time  
Occupational Therapist full 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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Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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